

2013

Annual Report

A brighter future

Annual Report 2013
presented to the 23rd Annual General Meeting
on Tuesday 15 October 2013 at Intework Inc.
11 Kirke Street, Balcatta WA 6021



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Our vision Excellence in individualised support services for people with a disability.

Our mission Helping people with a disability to achieve their potential and participate in the economic, social and cultural life of their community.

Our values

Empower people to achieve their aspirations.

Value and treat people with **dignity** and **respect**.

Recognise and **respect** the importance of

partnerships. **Balance** flexibility, innovation and

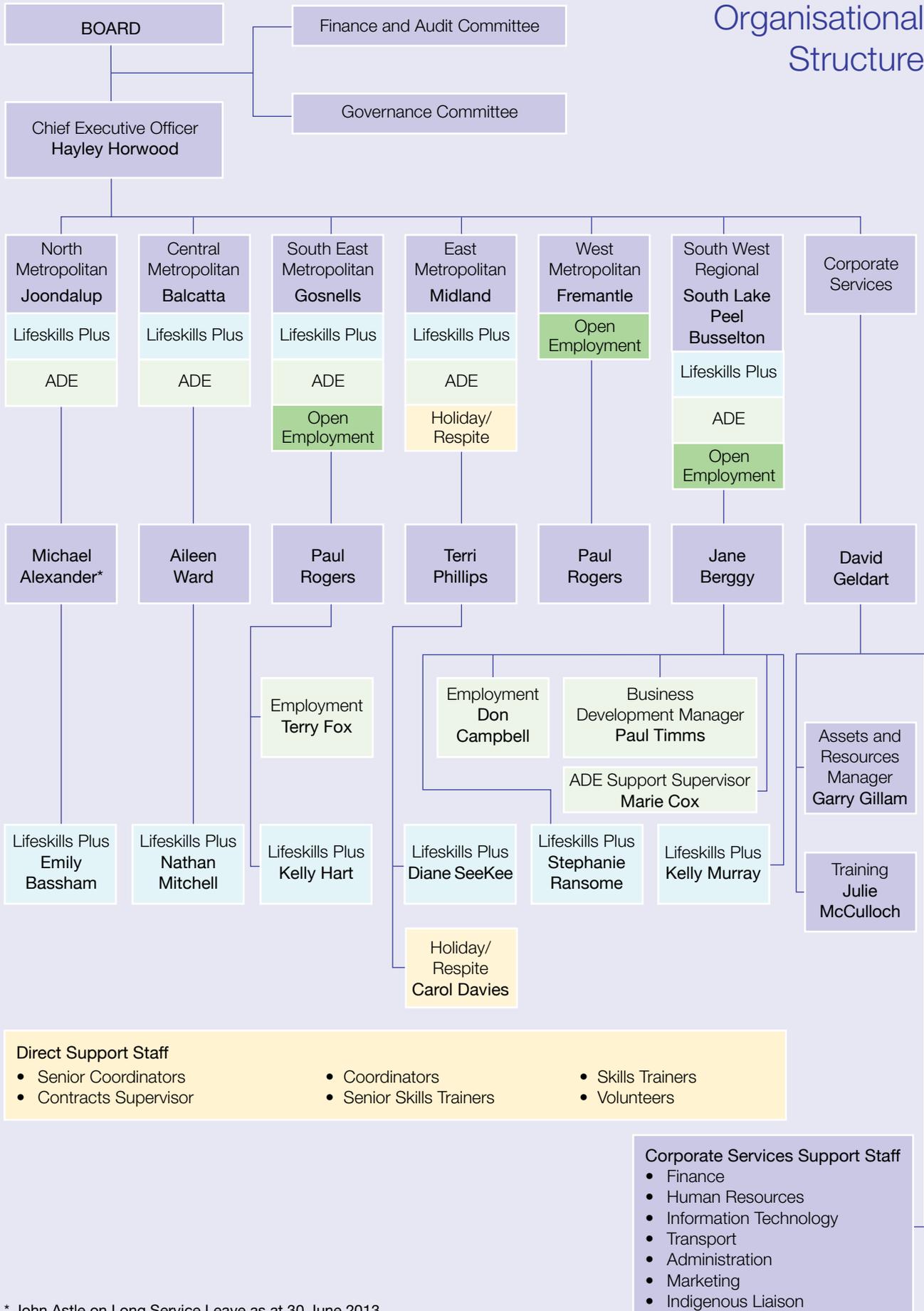
accountability in service delivery. **Be inspired** by

challenges. **Commit** to continuously improve.



Organisational
Structure

Organisational Structure



- Direct Support Staff**
- Senior Coordinators
 - Contracts Supervisor
 - Coordinators
 - Senior Skills Trainers
 - Skills Trainers
 - Volunteers

- Corporate Services Support Staff**
- Finance
 - Human Resources
 - Information Technology
 - Transport
 - Administration
 - Marketing
 - Indigenous Liaison

* John Astle on Long Service Leave as at 30 June 2013



Board of Directors

Board Chair

Richard Bevan BAppSc (Physio)

Richard graduated as a Physiotherapist from Curtin University. He then moved into the corporate arena and for the past 13 years has fulfilled a number of roles as a Managing Director/CEO of public and private companies. Richard is Managing Director of Cassini Resources Ltd, an ASX listed resource company and a Non-Executive Director of Empired Limited. He is a member of the Australian Institute of Company Directors and was appointed to the Board of Intework in 2011 and took on the role of Chairman in April 2012.

Jan Macpherson

LLB, MBA, Grad. Dip. App. Corp. Gov, GAICD, ACIS

Jan is a professional executive in the mining industry with strong utilisation of post graduate business management and corporate governance qualifications. She has extensive executive management, commercial, legal and governance experience in the business, corporate and government spheres.

Jan is a graduate of the Company Directors course and is a qualified Chartered Secretary. Jan has served on a number of boards including more recently as Vice-President of Greening Australia for several years and on the Audit Committee of Victoria University.

Paul Cougan

BAppSc (Medical Science) Post Grad Dip

Paul is the Manager of Water Treatment Systems Australia, a water treatment company involved in environmental remediation, being a recent move away from his pathology and medical software background. Paul's previous experience was as manager of marketing and medical liaison with PathWest and he is currently an active member of Hale Hockey and Sorrento Surf Lifesaving Club. Paul is married with three daughters, with Verity enjoying the special experiences availed through Intework at Joondalup.

Bronwyn Davies

B Juris (Hons) LLB MBA GAICD

Bronwyn is a partner at Lavan Legal in the Corporate Services Group, with her practice having an emphasis on the mining and resources sector. She also sits on the Western Australian Immediate Action Committee and the Western Australian Registrations and Notifications Committee of the Dental Board of Australia.

As well as her legal qualifications, Bronwyn holds an MBA from UWA and is a graduate of the Company Directors course of the Australian Institute of Company Directors. She was appointed to the Board in 2012. Bronwyn is married with 3 sons.



Deputy Chair

Mike Donnelly

Mike operates his own management consulting firm based in Perth providing executive solutions in training, capital investment and corporate governance. Mike has completed the Australian Institute of Company Directors course and the Advanced Training Program for Company Directors. Mike was appointed to the Board in 2006 and is committed to the provision of services and lifestyle options to people with disabilities. Mike is also a Board member at Fishers with Disabilities Inc.

Finance and Audit Committee Chair

Paul Finkelstein CPA

Paul is a Certified Practising Accountant and a senior consultant in Finkelstein Hickmott Pty Ltd, Certified Practising Accountants. Paul has been a principal in his own practice in excess of 30 years and during this time has been involved with general business consultancy and helping set up and develop a number of service related businesses. In recent years he has focused more on the areas of general business consulting and business management. Paul is married and has two sons. One son is enjoying the experiences offered by Intework.

Governance Committee Chair

Jill Hanna MBL GAICD

Jill is the General Manager, Strategy and Corporate Support at Amana Living, one of WA's largest not-for-profit aged care providers. Her areas of expertise include strategic planning, project management, corporate governance and performance management. A graduate of the Australian Institute of Company Directors, Jill was awarded a Churchill Fellowship in 2004 to travel overseas to study university and community partnerships. She has had a long term interest in social justice and the provision of opportunities for disadvantaged people.

Di Shepherd

BSocSci

Di's career highlights include: Senior Policy Officer with the Disability Services Commission; Executive Officer for the Developmental Disability Council of Western Australia; the Ministerial Advisory Council for Disability Services; and the Council of DSC Funded Agencies. She was heavily involved in parental advocacy which resulted in the establishment of Intework. Her son Paul is a client in the Intework Lifeskills Plus program.

Nicolle Jenkins

BComms Exec MBA MMR MAMI CPM

Managing Director of The Hub Marketing Communications, Nicolle has spent more than two decades in the marketing and communications industry throughout Australia.

Nicolle provides leadership and management expertise across all aspects of business development, digital media, research, design, marketing and communication for a range of clients. In 2011, Nicolle was selected as a finalist in the Telstra Business Woman of the Year awards (business owner) and a 40 Under 40 award winner in 2012.



Chairman's Report

Chairman's Report

On behalf of the Board of Intework Incorporated it is my pleasure to present the annual report for the financial year ended 30 June 2013.

As an organisation, Intework has long appreciated that it operates in a very dynamic environment, and the events of the past year have only served to reinforce this.

Whilst there have been some significant achievements this year, there have also been some major challenges for our organisation that have focused the time and efforts of Board and Management.

One of the most significant achievements was the opening of our new head office at Kirke Street, Balcatta. This project was an outstanding success, due to the hard work and commitment of all concerned, and will provide us a fantastic resource to deliver on our service promise to our clients for many years to come.

We have also finalised Intework's new strategic plan for the next 5 years. This plan will ensure that we stay true to our core values and maintain our focus on creating and offering personal development opportunities for people with disabilities.

There have also been some major challenges, with the most significant being the outcomes of the Federal Government's Department of Education, Employment and Workplace Relations (DEEWR) tender process. This has had a devastating effect on many existing providers and whilst Intework has been affected, our strategic decision to offer a broad range of services that are funded through a number of different sources has held us in good stead.

The Board is pleased to report that Intework continues to be in a strong financial position, although the impact of the DEEWR tender outcomes can be seen in the financial result for the year. A more detailed assessment of this will be provided in the Financial Report. Needless to say there has been significant work put in, by both Board and Management, to ensure that our financial position going forwards is not compromised and that we have adapted to our new funding reality.

The disability services environment continues to change at a rapid pace and present challenges and



opportunities for Intework. DisabilityCare Australia became a reality with trials due to commence in many states of Australia. It should be noted that whilst the WA Government has agreed in principle it has not signed up for the scheme as yet and negotiations are continuing.

I would like to thank the Executive team, management, staff and volunteers who have had to deal with some significant challenges this year and have always put the well being of their clients as their highest priority.

I would also like to thank all our clients who continue to choose us as the organisation best suited to support them and their desired outcomes.

I would like to take this opportunity to thank my fellow Directors for the levels of commitment, service and passion they have applied to their duties. I would particularly like to recognise Dianne Shepherd, who has decided to retire this year after 15 years of service to Intework as a Board Member. Di brought to the organisation a great depth of understanding and knowledge of the disability sector. Her contribution has been enormous and we thank her immensely.

A handwritten signature in black ink, appearing to read 'R Bevan'. The signature is fluid and cursive.

Regards

Richard Bevan



CEO's Report

CEO's Report

“Looking to the future”

2013 has been a challenging year for the organisation. A year of celebration as we applauded the Australian Government embracing the National Disability Insurance Scheme (NDIS) for people with a disability, and more locally for Intework as we relocated premises and evolved our services. However, it was also a year of disappointment for Intework, as a shift in Government contracts resulted in us saying farewell to key programs and a large number of clients – some of whom had been with us since Intework's inception.

Despite the events of the year, the organisation continues to grow and develop, retaining at its heart a passion for creative and innovative service options and real choices for people with a disability.

Our Organisation

With the introduction of the Interface Project in 1996, which ultimately evolved into the Lifeskills Plus program, Intework embarked on a broad initiative to progress services for our clients to more than just employment assistance and support. By default, this diversified the organisation's contract risk from one federally based funding source to now include a state funding contract. Since then the program has grown in leaps and bounds to become one of the leaders in high quality and responsive services across the State.

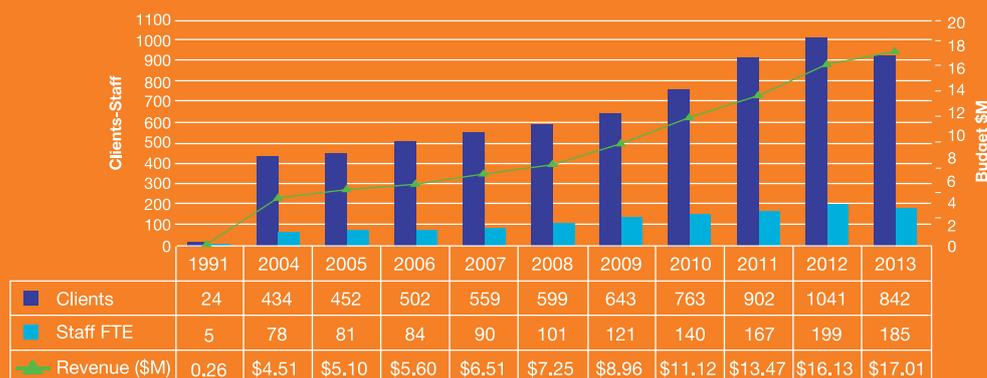
This diversification certainly proved to be a positive step for the organisation, as we endured one of the most difficult stages in Intework's history. This year, following the outcome of the Disability Employment Services (DES) tender process (commenced during 2012 by the Department of Education, Employment and Workplace Relations (DEEWR)), Intework



unfortunately saw the loss of all DES services operating from our Central, North and Eastern sites. The market share attributed to these sites was fully allocated to existing and/or new providers entering the market in the Northern area. This resulted in 270 clients being exited from Intework services and allocated to other providers irrespective of their personal preference. However on the positive side of the tender process, we experienced a slight increase in market share allocation for the remaining service sites of South East and Peel.

Our reputation for responsive, personalised services continues to attract new clients. It is firmly based upon a genuine enthusiasm and dedication by our staff to provide opportunities for people to participate in their local communities, and/or be supported to enter the workforce, to achieve their personal goals and aspirations. This is particularly evident where individuals have significant barriers to community inclusion due to challenging behaviours or disability factors which have deterred other providers.

Intework's Key Measures since Inception 1991-2013



CEO's Report

While the impact of the partial DEEWR contract loss has seen a decline in total clients assisted during 2013, there continues to be steady growth in other service areas. Specific performance for each of the service areas can be found later in this report, however, key areas and outcomes for 2012/13 are summarised as follows:

- Staffing has decreased 7% to 185 FTE;
- Income has increased by 5% to \$17.01m;
- Changes to our funding models and sources resulted in a year-end operating deficit of \$547k (3.2% of revenue);
- More than 89,288 trips were provided, to more than 346 clients, to get to/from their programs and services; and
- Our vehicle fleet has travelled less during the year, approximately 4,310,000 kilometres whilst supporting our services. This is a drop of 8%, which is as a result of concerted efforts to reduce the vehicle fleet and increased training of clients in the Lifeskills Plus program to use public transport in their community.

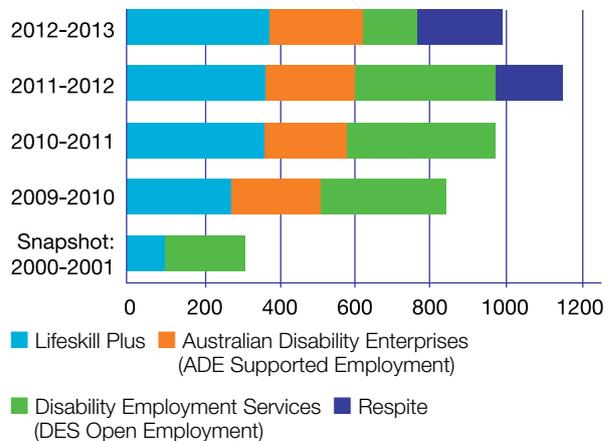
On a regional basis, client numbers fluctuated principally due to the DES changes as follows:

- Central Metropolitan (Balcatta site) from 201 to 123 clients;
- East Metropolitan (Midland and Midvale sites) from 220 to 131;
- South East Metropolitan (Gosnells sites) from 224 to 244;
- North Metropolitan (Joondalup sites) from 232 to 130; and
- South West Regional (Busselton and Peel regional sites) from 164 to 214.

On a program basis,

- Lifeskills Plus grew from 349 to 370 clients (6%);
- Business Services remains stable due to the limits placed on the program by the contract agreement (capped client numbers) with 253 clients; and
- Open Employment decreased from 393 to 158 clients (-60%) due to loss of contract for Central, North and Eastern sites.
- Respite Services grew from 166 to 210 clients (27%).

Program growth



The traditional service areas of Open Employment (where a contract remains post March 2013) and Lifeskills Plus continued to experience gradual growth during the year. The rapidly developing Respite and Holiday Programs have gone from strength to strength in the past twelve months and both continue to explore new and innovative opportunities for service delivery.

While Intework has continued to provide services to people in their local communities through accessible facilities in Balcatta, Joondalup, Midland, Midvale, Gosnells, South Lake, Warnbro, Mandurah and Busselton, contractual limitations and funding opportunities within both the employment programs continue to impede our ability to offer our full suite of service opportunities across all our sites.

Structure and Governance

Strategic Development: *Strategic Plan 2013-2018*

Intework completed its new Strategic Plan emphasising the delivery of values and customer focussed individualised services, supported by growing and developing the aptitude of our people. This builds upon Intework's capacity to remain at the forefront of quality service options for Western Australians with a disability.

With planning and development occurring throughout 2012 there was opportunity for Intework to take stock and to set new directions for the present and future services we wish to provide. Planning incorporated extensive reviews of existing performance and the changing context within which disability services will be operating in the future.

CEO's Report

The process of examining closely how Intework delivers services, the environment we will be entering in the coming years, and listening to the people that access our services, fund our services and those that are employed by Intework provided a valuable experience that will assist Intework to focus our work during the next five years. Key areas to be developed by Intework to ensure future challenges and barriers are overcome include:

- building internal capacity to support growth and demand for our services;
- further facilitating development of the skills and experience of our employees to improve the quality of service being offered to our clients and customers;
- infrastructure and service quality requirements in the context of service growth and development responding to demand; and
- the continued need to raise the profile of Intework and achieving recognition for the services and opportunities we provide in the community.

The key themes of the Strategic Plan build upon our existing commitments to put our people first, and focus on responding flexibly to different needs at a local level. Crucial to the new plan is advancing the provision of values based services for people with a disability. These services will continue to be guided by individual choices and tailored to provide opportunities for each person to develop to achieve their own potential, enabling participation in the economic, social and cultural life of their community.

We thank Lotterywest for Organisational Development funding which has helped Intework to complete this project. Intework is looking forward to implementing the new Strategic Plan over the coming years, whilst growing and consolidating a healthy and strong future for Intework.

Organisational Development

Facilities

The many challenges facing the organisation through expansion and retraction across its programs and services intensified the focus on ensuring that resources were being managed efficiently and, most importantly, were available locally for people to access in their own communities.

Following the purchase of a property in Balcatta, a comprehensive fit-out was undertaken to ensure that, not only did it meet the current service and administrative requirements of Intework, but would suit the needs of a dynamic and growing organisation into the future. All programs previously operating from the Stirling and Osborne Park sites were relocated along with Corporate Services following the completion of the redesign in October. Joining us in the new location was Kids' Camp Inc.

With great excitement clients and staff were delighted when **His Excellency Malcolm McCusker AC CVO QC** accepted an invitation to officially open the building in March. Intework was further honoured when local Nyungar elder, Mr Neville Collard, provided a 'Welcome to Country' and a moving 'Smoking Ceremony' to cleanse the building. In addition, the Kulbardi Dancers delighted the audience with a traditional performance.

This significant development would not have been possible without substantial Lotterywest assistance, and later practical support from businesses that helped with generous discounts and donations for a variety of goods and services.

Intework would like to acknowledge the following organisations for their support in the largest project Intework has undertaken: Lotterywest, Building Workshop, Ron Farris Real Estate, Trojan Horse



CEO's Report

Interiors, Dexion Shelving, Densford Civil and Project Directors Australia Pty Ltd.

We look forward to increasing the program and development opportunities for clients, staff and services using the facilities and in the future being able to reinvest in services the savings we would have otherwise made on lease payments.

West Metropolitan Services

With increased service opportunities in the South West Metropolitan area, Intework established a new regional office in Fremantle. This is an exciting step for the organisation as we return to one of the initial sites serviced by Intework in the early 1990s. Whilst initially servicing only Open Employment clients, in the coming year the Lifeskills Plus program will also commence in the area.

High quality of responsive service

The Western Australian government's commitment to increase participation and contribution in all aspects of life for people with a disability is a key strategy of their Disability Future Directions vision. This commitment provided the opportunity for Intework to focus service development in the area of transition for our clients into, and out of, employment opportunities. With a history of providing support to young adults to achieve positive employment and personal outcomes, Intework has observed that, due to funding accessibility, it is becoming increasingly difficult to provide initial specialist support to school students prior to leaving school to ensure successful transition to employment opportunities.

To complement the seamless transition program of previous years, assisting early engagement of school leavers into programs such as Lifeskills Plus (Alternative to Employment programs), two pilots commenced – Grow Achieve Inclusion Network (GAIN) and Transition to Retirement. GAIN focuses on employment goals for those that are currently in the Lifeskills Plus program and have yet to achieve an employment outcome or placement.

At the other end of the employment spectrum, both State and Federal Governments have provided initial project support for retirement planning and assistance for those employees nearing or past retirement age working in Australian Disability Enterprises (ADEs). Whilst Intework, with one of

the youngest populations of supported employees across Australia, has very few participants, our experience in this project will prove informative for future planning to support our employees.

A subsequent project commencing later in the year with assistance from DEEWR, through the Non-Government Centre Support (NGCS), will enable Intework to partner with Mirrabooka Senior High School to focus on the development of a School To Employment Project (STEP). This project is based on school based experiences helping leavers to become prepared and plan for a successful future. It will evolve in the coming year to blend core activities of life skill development (career assessments, transport training, work readiness skills development and job search skills) to help young adults with a disability make informed choices when they transition from school to adulthood.

Service Development

Continued investment in training and support for our staff, resulted in considerable expansion of training opportunities being offered throughout the year. This training has been targeted at evolving a structured and comprehensive program that focuses on core essentials for direct care workers whilst ensuring all staff progress through the training components in a supported manner.

More recently, Training Services have expanded to offer structured training to our Supported Employees and Lifeskills Plus clients with their "My Training, My Way" programs.

Both these factors will assist Intework to become a provider of choice as we continue to attract, retain and develop our staff to provide quality and responsive services.

The Future in Disability Services - Changing how we work

Intework operates today in an environment that, with the introduction of 'My Way' (Western Australia State Government) and DisabilityCare Australia (Federal Government), is at the stage of exciting change. Services across Australia are working to adapt to a model in which the person with a disability is the direct purchaser of services where they determine their own service types and needs. We expect this 'new future of service delivery' to play to Intework's

CEO's Report

service strengths, but it will require Intework to continue to be innovative and proactive in service development and opportunities for our clients.

With the launch of the 'My Way' pilot in Western Australia, the State Government has taken the bold step of trialling a model of disability reform in which decisions are made by individuals at the local level, and planning is undertaken with the assistance of local 'My Way' Coordinators. Intework was delighted to be successful in a tender submission for a Coordinator to be based within the Busselton Intework site. Whilst much of the modelling of the project aligns to the DisabilityCare Australia trial sites in the Eastern States, it is hoped that the more localised approach in the 'My Way' project will provide positive learning experiences, which in turn will influence the development of the DisabilityCare Australia Model.

Australian Disability Enterprises (ADE)- Aspirational Indicators (API's)

The Vision document produced by the Government in 2012 identified a range of aspirational goals which have been embedded as indicators into the ADE funding contract. Whilst these goals (and subsequent indicators) are in themselves worthy and desirable for all employment providers to work towards (transition opportunities, full time employment, attainment of formal qualifications), in some instances the emphasis on achieving the goals may result in unintended consequences for Supported Employees.

In a number of areas, Intework continues to perform well when measured against these indicators (Transition, CALD/Indigenous Employment), however, in other areas it is highly likely Intework will continue to have difficulties. Given our commitment to employment for people with high support needs (and indeed challenging behaviours) coupled with a unique work team model based in most instances in community settings (maximising integration opportunities), we will experience low outcomes in the area of full time employment and weekly wage levels. An unintended consequence of a concerted push towards achieving this goal will most likely result in those individuals requiring intensive and high support to achieve success in employment or, on the other hand, those who wish to combine employment with an alternative program (such as

Lifeskills Plus) being directed out of (or away from) employment.

It is a concern for the organisation, that whilst these goals are aspirational at present, they are not necessarily realistic for all cohorts of employees currently employed within ADEs. It is essential that Intework remains proactive in protecting the employment opportunities of these clients.

Intework does, however, continue to make pleasing progress on many of the Indicators and will continue working towards achieving all that we can in accomplishing the Vision identified.

Disability Employment Services (DES)- Contract Changes

The effects of the DEEWR contract changes for the organisation were far reaching, as farewells and handovers to new service providers were made for clients departing Intework services. Staff changes and departures continued to impact the organisation well after the new contract commenced in March 2013. Staff tapped into the resilience, passion and strength at the heart of the organisation to ensure our clients continued to receive responsive and successful employment assistance designed around their employment assistance needs.

Intended Outcomes

Quality Assurance and Compliance

Quality, contractual and safety compliance remains a compulsory requirement across all our funding bodies (DEEWR, FaHCSIA and the DSC). We take the findings of all monitoring and evaluation undertaken on our services very seriously, and have set up a structured program of change and improvement. Our approach is to ensure compliance, build on what we have and to search out and strengthen areas that can be improved.

Monitoring and audit activities conducted during the year in which services are evaluated in accordance with the Disability Services Standards continued to identify many positive outcomes and achievements. In particular, the 2012 audit by SAI Global on the employment programs confirmed that we continue to meet (and exceed) the requirements of the 12 Disability Service Standards.

CEO's Report

"Clearly there is a culture within the organisation where the wellbeing of the client is paramount."
Pat Denham (SAI Global).

Grants and Funding Monies

In a challenging environment during 2012/13 Intework's financial performance was mixed.

There was ongoing growth within the State funding arena in the DSC ATE program environment with declining performance in the DEEWR employment area.

	2012-2013 \$M	2011-2012 \$M
Commonwealth		
FaHCSIA	\$3.50	\$3.49
DEEWR	\$2.11	\$2.63
State		
DSC	\$9.23	\$7.64
Other	\$2.17	\$2.37
Total Income	\$17.01	\$16.13
Lotterywest	\$0.02	\$1.70

Within this changing landscape, we continue to confront the ever challenging balancing requirements of contract compliance costs with client support needs. Intework remains vigilant and committed to retaining a focus in favour of client services.

To this end, Intework will be placing greater reliance on business operating principles to improve performance across our programs and services, and in particular in commercial contracts in ADE to increase our quality outcomes. The intent is to set expectations, empower each service/program to apply the right amount of process and explore innovative service options, whilst maximising the support of the broader organisation to create value and personal outcomes for our clients and customers.

Grants were received throughout 2012/13 from the following:

Federal Government

Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA):

- Australian Disability Enterprises
- National Respite Development Fund (Targeted Community Care (Mental Health))
- Transition to Retirement

Department of Education, Employment and Workplace Relations (DEEWR):

- Uncapped Employment Program within the Disability Employment Services (Program B).
- Literacy, Numeracy and Special Learning Needs Non-Government Centre Support (NGCS)

State Government

Disability Services Commission:

- Post School Options
- Alternatives to Employment
- Intensive Family Support
- Targeted Support Program
- Community Living Plan
- Family Living Support
- Grow Achieve Inclusion Network (GAIN)
- Offender Management Support
- Retirement and Transition
- 'My Way' Coordination

Lotterywest

- Strategic Plan Development

Acknowledgements

As disability services within not only Western Australia but more broadly across the country undergo reform, we know Intework will experience both challenges and opportunities in the coming years. Whilst the environment in which we operate will evolve and fluctuate, it is our employees and volunteers who will ensure that the heart and soul of Intework remains strong and vibrant, and that we never stop striving to achieve the personal goals and dreams of our clients. We thank our employees and volunteers for their dedication to helping clients succeed and for connecting through working in partnership, their person-centered focus with our clients, local community, and for responding to the needs of employers across both our employment streams. As with every Annual Report, this is the opportunity for Intework to look back on the year and be proud of our successes. It is also time to celebrate the many personal achievements of our clients, whether it be succeeding in employment, learning new tasks or merely achieving something they had always dreamed of doing. This Report highlights just a sample of these wonderful experiences of those who access our services as either a direct recipient (client), a carer, or an employer. We thank all those who use Intework

CEO's Report

services for sharing your aspirations and dreams with us and for letting us accompany you on your journey.

Intework has a strong future ahead with a good foundation to continue delivering on our commitment of people first. The new Strategic Plan blends strong values and a drive to evolve innovative and responsive services to a new level. Regardless of political or environmental factors – our values remain stable at Intework's heart guiding the decisions and direction of services.

2014 will be a challenging time for the organisation as we work to rebuild Open Employment services and also develop the ADE program and contracts into a more viable business model. However, the coming year will undoubtedly provide many positive highlights too.

On behalf of Intework members, management and staff I would like to thank the Board of Directors. The Directors provided the organisation with invaluable guidance and support throughout the year and without exception enthusiastically shared their resources and talents to provide sound governance in decision making.

Acknowledgments could not be complete without thanking our funding agencies and also the ever increasing number of employers, businesses and organisations, who recognise the valuable skills and attributes of the clients and supported employees we represent and work with. Their continued involvement and support ensures they remain ambassadors for true social corporate responsibility.

At the heart of this organisation is our clients who are bold enough to dream and brave enough to share and entrust their dreams and aspirations with us. So most importantly, we thank our clients for inspiring us, and for the trust they place in Intework.



Hayley Horwood
Chief Executive Officer





Operational
Report:
Lifeskills Plus

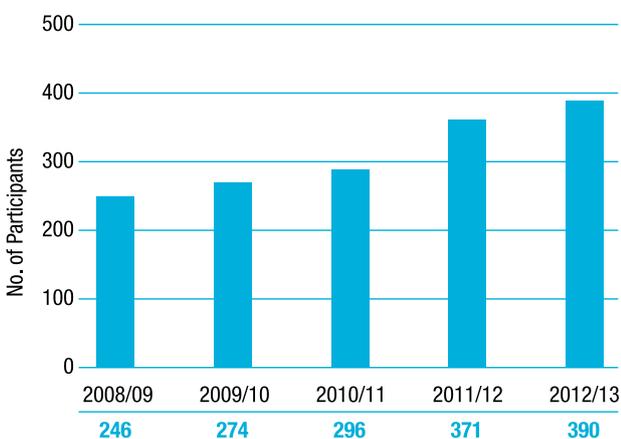
Lifeskills Plus

During the 2012/13 financial year the Lifeskills Plus program supported 390 individuals, a 6% increase from 2012 (actual number of clients serviced during the year).

Person-centred planning remains the principle focus of service delivery and is used in combination with a variety of resources and methods to enable each person to choose their own pathway to achieve personal goals and aspirations. Truly responsive services are provided to meet an individual's changing needs throughout the year with person-centred planning focussing on transferring the decision-making from the service to the individual in the identification, development and implementation of activities. Key themes of planning incorporate individualised supports, flexible service delivery and regular reviews, ensuring services and staff remain committed to providing individualised services and consistently striving to not only meet, but exceed, the changing needs and expectations of our participants, their families, carers and advocates.

Intework ensures a positive and contemporary impact on the lives of the people we support by regularly reviewing their individual plans, providing close supervision to direct support staff and maintaining regular contact with the individuals we provide services to and key stakeholders in their lives. At the same time services remain responsive to improving personal lifestyle aiming to provide services when and where they are needed. This has seen service hours begin to expand into evening and weekend opportunities for individuals.

Growth in Lifeskills Plus participants



Left to right: Di Shepherd (Intework Board), Phyllis Alessandri, Josh Yates, Sharon Hayward (Intework's Skills Trainer) and Patricia Brommell.

Lifeskills Plus Experiences

JOSH'S STORY

"This year I was given the amazing opportunity to attend the Louisa Alessandri Memorial Fund Scholarship, as one of just four finalists in WA. The scholarship assists a student with a disability to pursue and achieve his or her career dreams.

It was a night I will always remember! After the commendations of all the 3 other finalists, and having mine read out alongside them, I was humbled to be in the presence of such motivating and inspirational individuals. But to then be awarded the actual scholarship at the end of the night was a HUGE shock to me but apparently not to my close family and friends, including my Personal Assistant from Intework Lifeskills Plus Busselton - Sharon, who had discovered the scholarship and encouraged me to apply.

Receiving this scholarship has enabled me to financially follow my dreams. I went on to complete a Certificate IV in Youth Work, and I have since established a Mentoring Program with Regional Kids, who I now work with to help and support other children and their families living with a serious health diagnosis, like myself.

I am very passionate about this program and the organisation. My aspirations may not have become a reality without the scholarship. I am excited about my future with regional kids, as well as the youth in my community, and being able to assist and support them through life's adversities and challenges.

"DREAM BIG....the sweet wouldn't taste as sweet if you haven't tasted the sour".

By Josh Yates



Lifeskills Plus

Award Scheme Development and Accreditation Network (ASDAN) - Cooking Group

ASDAN is a curriculum based learning program for people with learning difficulties. The program offers a wide variety of opportunities and topics for development, designed to record achievement through tangible evidence such as worksheets, photographs, self-appraisals and observed experiences, through to accreditation.

ASDAN cooking groups focus on developing the participant's safety, hygiene, meal planning (nutrition), shopping and food preparation skills, enabling them to transfer these skills to home and share with their families and friends.

Each individual has different personal goals to achieve. For some, it is that they are now able to invite their friends and family for a morning tea. The group members prepare the food, set the table and serve refreshments with healthy (and some not so healthy) food options.

For others, such as Ryan, it is about building confidence, independence and good food choices. Ryan now takes the lead in writing out his own shopping list, purchasing the food and cleaning up after preparation and cooking. The staff at home stated that "if you need something sliced, diced or chopped then Ryan's your man", and at the end of the day he will clean and dry whatever equipment has been used.

Grow Achieve Inclusion Network (GAIN)

Intework has been actively participating in the GAIN transition program for the past 18 months by supporting ten people to work towards achieving their employment goals. To ensure the success of the program Intework has:

- Developed internal training packages to assist individuals in the discovery of their ideal job and identifying steps towards the development of specific skills, which will assist them at a personal and professional level; and
- Supported individuals in work experience opportunities to increase their community engagement, determine their skill set and broaden the opportunities available to them.

"Sam enjoyed his experience in a gardening team at Canning Vale Markets. This provided a great opportunity for him to work outdoors which he loves doing whilst participating in a team environment."

"Brandon has been involved with the Yanchep National Park volunteer program, working outdoors in the parks and gardens."

"Cameron has a great interest in cars. He has enjoyed the opportunity to get his hands dirty in working alongside a vehicle mechanic. He has tried his hand at a variety of tasks that a vehicle mechanic undertakes each day."



Lifeskills Plus

Chevron Community Inclusion Program

The Lifeskills Plus North program was approached early in 2013 by United Way, a not for profit organisation that brings volunteers and community groups together, to hold a 'Social Inclusion Day' during one of our group sessions. The aim of this event would be to offer volunteers the opportunity to engage with a group of people who they would not normally be involved with, to learn more about their life, the programs that they attend as well as the barriers that they experience in their community.

It was decided that the Friday cricket session held at Joondalup Bouncers would be an excellent activity to start with, as this is a free flowing, flexible and dynamic activity that would support groups with 5-6 volunteers joining in. Chevron employees consisted of individuals who had varied life experiences with people with disabilities, from having a family member with disability to having never spent a long period of time with a person with a disability.

At the conclusion of the activity the feedback was extremely positive. The participants of the Lifeskills Plus program invited the Chevron team back for another match, and the Chevron guys spent a lot of time after their match chatting and interacting with the Lifeskills Plus team. The group also shared their experiences with Emily (Program Manager) and Tim (United Way) over lunch, and their feedback was extremely positive. The team enjoyed the opportunity to spend a relaxed morning with our participants, and to learn more about their lives. The team reported that it was also good to see what services like Intework do, as it means that they can share this information and their experiences with their colleagues, friends and acquaintances who may one day need assistance from such a service as Intework.



Holiday Program

We all need an extended period of time where we have a break from daily hassles and demands in order to mentally and physically recharge. The Holiday Program is the perfect solution, as it provides an opportunity for people with a disability to have their own holiday. During this time they can engage in enjoyable activities and awesome experiences whilst providing a break for their carers.

The Holiday Program has been developed following ongoing consultation with the families of Intework clients who wanted a service that could provide overnight respite/activities. Since the program's inception in March 2010 there has been an increasing demand for individuals in accommodation services to have access to this program.

A holiday stimulates positive emotions; which in turn can help build mental, emotional, and social resources, thus increasing an individual's resilience in dealing with daily and future stresses. Intework's Holiday Program opens possibilities for people with mental health and/or disabilities to take a break from their daily stresses and demands. In the 2012/13 financial year 81 people went on a holiday, 16 people designed their own holiday and the program ran 15 pre-planned holidays.

The Holiday Program also offers a fantastic opportunity for carers to take a well-earned break and recharge their batteries whilst knowing that the person they care for is on an adventure, having fun, making new friends and enjoying new experiences. Twenty eight carers took this opportunity for a number of personal reasons, from pursuing their own holiday, to Jury duty, or just to have a break from the daily demands and routine of their caring role.

Respite

The Respite program supports families to maintain their ongoing caring role by providing a short break from their caring responsibilities. The program provides participants with an innovative, flexible and creative environment with a program tailored to the individual service needs of each person and their carer and/or families.

Lifeskills Plus

Intework has supported 183 carers during 2012/13; an increase from 166 in the previous year. Seventy seven per cent of carers assisted were caring for a person with a mental illness or were struggling with their own mental wellness.

Holiday 'My Way'

This was a holiday planned and designed for (and by) four friends that don't get to catch up very often. The group got together and decided they wanted to holiday in Mandurah and were quite specific in a couple of accommodation requirements - the house must have a pool and somewhere to plug in the Playstation!

A group vote helped to determine the activities they wanted to do on their holiday, and the program staff coordinated the holiday on their behalf, including sourcing the funding, and off they went.

The highlights included fish and chips on the foreshore, going to the circus, visiting Chocolateria San Churro ... yummo!! ... However, the absolute highlight would have to be the last day which was spent at Adventure World.

Keys for Life

Keys for Life is an online learning program designed for people who face various obstacles (such as learning, literacy and other disabilities) in gaining their driving learner's permit. The program is run over 8-10 weeks and teaches participants all aspects of learning to drive and the responsibilities involved in having a driver's licence.

On completion of the online program the participant is then able to sit the learner's permit test with an approved 'Keys for Life' Facilitator instead of having to go to the Department of Transport office which can be quite daunting.

Once they have gained their Keys for Life Certificate they can then go to the Department of Transport and receive their learner's permit.



Ford's story



"Ford's desire to possess a driver's licence already benefits me. My children have many things in common, however, one of the most outstanding is their desire to attain something. They become more focussed and determined.

At the moment my vehicle, with me as the driver, is for the majority of the time Ford's main method of transportation. He is able to train or bus to destinations and has done, thus far.

A driver's licence would build Ford's confidence, boosting his sense of responsibility and trustworthiness, thereby making his (...or rather 'our') goal to his being independent closer and more attainable.

Ford is the eldest of my children and since losing his father at a young age he has had a need to step into to his father's shoes, even if for a moment, to take care of his family and a driver's licence will give him that sense of accomplishment. Knowing what this achievement will give Ford has benefits for me beyond comprehension."

Kimi Tokerangi

Hi Intework,

We just wanted to say a big thank you to all the wonderful staff that made it possible for our family to go on such a magnificent holiday, whilst knowing that our son was being looked after in his own home by people we knew and trusted. Being in his own home meant he was able to have his normal routine and he was in his own surroundings.

Hi my name is Natalie Krsanac, I am married and have three sons. Alek is our eldest boy who is 21 and has an intellectual disability and epilepsy, having seizures on a regular basis.

It all began when my husband wanted to go to Croatia to see his family. For me it was very difficult as I knew it would be very hard for Alek to be able to come with us, and we were going to be away for three and a half weeks. With a lot of planning and help from Interwork we were able to organise for the carers to stay at our house.

Whilst we were away we would Skype Alek – he always seemed happy and the carers would inform us on how he was going. It meant so much to my husband and the other boys to be able to go and see his family, whom we had also never met before. It was also nice to be able to spend some time with my other two sons.

Overall it worked really well both for us and Alek. It is great knowing that should we plan another holiday in the future, that there will be this support here for us.

Once again, Thank you

Kindest Regards

Natalie, Edy, Adam and Jarrad





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Operational Report: Employment Services

Employment Services

Disability Employment Services (DES) Report

Intework's Disability Employment Services (DES), Open Employment program, provides high quality tailored services to people with a disability (PWD) who are looking for work. The DES program provides individuals with on-going support to increase their skills, provide help in finding and maintaining employment and supporting employers to employ a person with a disability. Intework has been delivering Open Employment options for our clients since we commenced in 1991 and in the past 22 years we have grown from small beginnings in one site to multiple sites across the Perth metropolitan area. Due to funding contract changes, Intework DES is now only covering the entire Southern metropolitan area of Perth from four sites located in Gosnells, South Lake, Fremantle and Warnbro.

In March 2013, the Government, through DEEWR, instigated its new look Disability Employment Program with a wide range of traditional providers losing substantial business across the country. This impacted WA Services markedly in that a large amount of existing service capacity, particularly in the Northern Employment Service Area (ESA) was removed from long term providers and given to new National and International players in the market. Intework was not immune from the resulting upheavals, despite a strong Tender submission and improving results in the STAR ratings generated by DEEWR. We lost all business capacity in the North ESA. Whilst losing in the North, Intework gained in both the South East and Central West Metro ESAs nearly doubling in business capacity (market share). This in effect meant that concurrent with unfortunately having to close down North ESA programs, (Midland, Balcatta and Joondalup), we also had to prepare for increased business in the South metropolitan area. The South East and Central West metropolitan regions required increased staffing levels and investment in premises and equipment to meet this higher demand.

Throughout the difficult period of transition a series of client meetings were hosted across the organisation to explain the coming changes, whilst staff at all levels were kept informed of progress through a series of meetings entitled "Intework, our

family, our future, our plan". These were designed to plot progress for staff, keep them up to date with developments and informed on progress and opportunities within Intework. The majority of displaced staff were ultimately accommodated within Intework moving to other programs within the organisation. Of the 22 staff employed directly in DES in the North ESA, 14 were re-allocated via an interactive choice process within our other programs, two left Intework of their own accord and another six were given a voluntary redundancy, as client transfer numbers for the commencement of the new contract in March failed to eventuate to expected numbers. The period was further complicated when DEEWR withdrew our ability to meet client choice of staying with us as their provider. This removal of client choice in effect stripped almost 80 long term clients of their wishes to remain with Intework and overrode their stated aims forcing them to move to new providers. This late change forced Intework into a position of having to offer redundancies; a process never before undertaken by Intework.

Intework took the period of transition as an opportunity to increase our footprint of service delivery. A return to the Fremantle area was planned and put into action at this time. Intework recommenced as a provider of services opening an office in Cantonment Street soon after the commencement of the new DEEWR contract in March. Initially, only the Open Employment program has been delivered from this location, however, in the future it is envisaged that all our programs will return to this geographic area. From this office we have been able to service a community severely underserved in the past and build on our existing links and networks with a range of employers, community partners and government agencies in this area. We are continuing to build our reputation and profile by working closely with business groups, referral agencies and local government and slowly but surely we are becoming recognised as a quality provider in the area.

At the commencement of the new DES ESS contract on the 3rd March 2013 Intework took the opportunity to readdress our priorities and targeted resources to improve our overall performance and ability to meet the ever-changing needs of the participants we work with. In the last two

Employment Services

years Intework has tracked a positive trend in our performance against the DEEWR framework in both the South East and Central West ESAs and changes were focused upon increasing this positive gradient. To enable best practice to flow more easily between surviving service areas, a dedicated Regional Manager was tasked with direct responsibility for the reporting lines of all DES Managers and ESA regions.

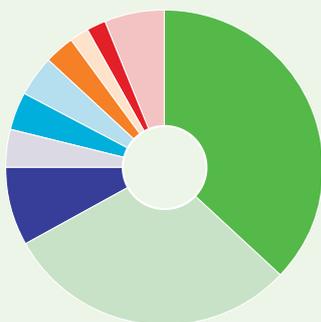
Increasing performance has recently indicated that Intework will be tracking for a very favorable outcome in the first public STAR rating release when they are announced in January 2014. It is pleasing to note that Intework, despite the turbulent recent past history of Open Employment, continues to provide a quality service that not only meets our participants' and employers' needs, but also is judged under the DEEWR performance framework as being well above average.

So, following a very trying and tiring year in the world of Open Employment, Intework is well placed to continue to provide a quality service to our participants. We have expanded into Fremantle and are tracking towards a positive STAR rating for both

our Employment Service Areas. We have dedicated, professional, well trained staff willing and able to make valued contributions to the lives of people with disabilities. The impending issues for the future are the upcoming DisabilityCare Australia rollout and its effect on Open Employment, and the ongoing tough economic climate for businesses large and small, including our own.

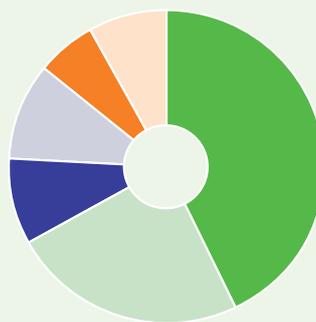
Through the 2012/13 financial year the DES team continued to provide quality services to our clients, their families, our funders (the Department of Education, Employment and Workplace Relations) and our Community partners with 34 full time equivalent (FTE) staff across our offices in South Lake, Warnbro, Gosnells, Midland, Osborne Park and Joondalup at the beginning of the financial year and dropping to 14 FTE staff in Peel (South Lake, Warnbro) and Gosnells at the end of the year.

It is with enthusiasm and commitment that Intework staff are ready to meet these challenges and continue to do what we do best; assist people into work and help them stay in a job that they want and enjoy, leading to fulfilling careers and so making a positive difference in people's lives.



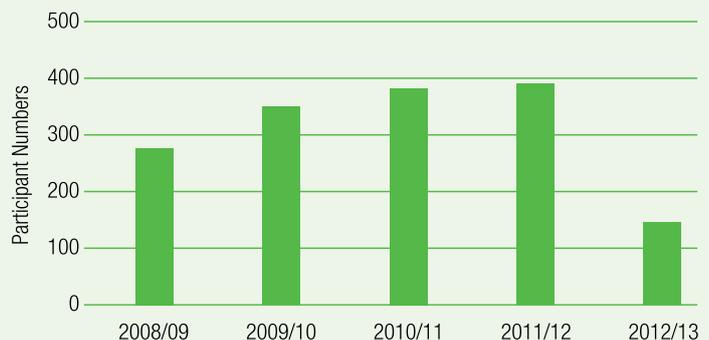
Primary Disability Type

Mental Health	37%
Intellectual/learning	30%
Muscular/Skeletal	8%
Autism Spectrum	4%
CP	4%
Sensory	4%
ABI	3%
Epilepsy	2%
Congenital	2%
Other	6%



Participant Numbers by Funding Type

Employment Assistance	43%
Post Placement Support	24%
Flexible Ongoing	9%
Moderate Ongoing	10%
High Ongoing	6%
Suspended	8%



DES Participant Growth



Darryn Berkhout & Morgan's Trolleys "From Supported to Open Employment"

Darryn came to Intework from Supported Employment looking for different employment opportunities and also greater income.

What Darryn has to say about Morgan's Trolleys and his employment:

'I'm very happy, I'm really enjoying the work, I could do this job for the rest of my life and I'm now looking forward to buying a new car with the extra money I'm earning.'

Darryn's Mum, Mrs Jenni Berkhout:

'Darryn comes home happy, he's certainly not whinging anymore, he's told us he wants to do the job for life. We've noticed how much more positive Darryn is, he's talking about being able to get a car loan and a new car.'

Darryn's supervisor Paul has this to say about Darryn:

'From the start I could tell Darryn would not have a problem, he took on the safety aspects of not pushing too many trolleys and always being in control on the sloping car park here, and he keeps working.'

Darryn's employer Troy Morgan of Morgan's Trolley Services:

'I'm very happy with Intework, I've had relationships with other disability employment services, but Intework are better than the others I've dealt with. They do what they say they are going to do and help me as well as support my employees who are their clients.'

Darryn's employment coordinator Stephen Hales has noticed:

'Darryn has shown great aptitude and a 'can do' attitude for the job. Darryn always makes himself available to help others and cover shifts when people are off sick.'

Darryn listened well and took on board the training Intework provided that helped him secure the job and work effectively and safely. Darryn's conversation, gestures, and appearance are all more positive.'

Intework continues to work with Darryn and Morgan's Trolleys in assisting him reach his employment goals. It has been fantastic to be able to help Darryn to achieve his dreams and aspirations.

Employment Services

Australian Disability Enterprises Report

Ongoing, sustainable, quality and meaningful business were the contracts Intework Australian Disability Enterprise (ADE) entered 2012/13 looking for – and that is exactly what we got!

2012/13 proved to be a very successful year for securing new business contracts for our five regions. These included new BBQ cleaning contracts with the Cities of Bayswater and Melville, Whiteman Park and the Shire of Murray. Contracts for gardening services were commenced with the City of Kwinana, Lochness Landscaping (as a subcontractor for the City of Rockingham) and Curtin University. Additional car cleaning was commenced for the Department of Agriculture and a contract for warehousing and distribution for the Department of Health (WACCPP).

The securing of these new contracts, in addition to Intework's current contracts, has enabled our supported employees to increase and enhance their skills while providing them opportunities to diversify their abilities, work outside of usual working hours and increase their pay through the attraction of penalty rates. Additionally, some employees have increased their independence through the necessity to get to work outside of Intework's transport service times.

Intework has embraced the FaHCSIA Aspirational Performance Indicators (APIs) which are linked to the Australian Government's ten year Vision "Inclusive Employment 2012-2022: a vision for supported employment". This vision sets out a path for a change in the way the Australian government assists people with disability in supported

employment. The increase in our 'non-traditional' contracts has enabled Intework to make positive inroads into the APIs in particular in the increase of supported employee hours and weekly wage levels. Additionally, employee skills continue to be developed and enhanced and we are actively linking employee training plans to training units from the Australian Qualification Frameworks wherever possible, and engaging with the Transition Facilitator to assist employees move into open employment opportunities.

With the development of the organisation's new Strategic Plan, the ADE management team has spent significant time in 2012/13 reviewing current practice, analysing the environmental impacts and pressures on all ADEs both current and into the future. Also developing key areas that we will be focussing on to ensure that Intework's ADE obtains and retains long term, sustainable and meaningful contracts that offer choice and opportunities for all our employees. Our principle aim is to move from a "business that cares to a caring business" a subtle but important shift. Key focuses for the next year will include consistent employee support, with emphasis on individualised employment planning and goals, skills enhancement of support staff, streamlining of productivity and improved contract quality with reductions in operating costs.

"It's the right thing to do" - WADE

In 2012 Intework collaborated with the six other Western Australian Disability Enterprises (WADE) in the 'WADE' Procurement initiative. This initiative partners with the Government of Western Australia and its aim is to increase the number of government and other similar contracts that are awarded to ADEs to create more work for people with disabilities in WA. To complement this, the State Supply Commission changed its 'Open and Effective Competition Policy' in support of this initiative, allowing government agencies to directly engage an ADE where it represents fair market value to do so. The initiative has been highly successful and, supported by the Department of Finance, has enabled Intework to be successful in quoting for a number of ongoing government contracts such as office cleaning for the Department of Corrective Services and Disability Service Commission, and car cleaning for the Department of Agriculture.



Employment Services

Statistics

Intework continues to support employees with high and/or complex support needs. This is reflected when comparing Intework FaHCSIA funding levels against the national average of other ADEs. Intework continues to have a much higher than national average percentage of employees who receive the highest funding level.

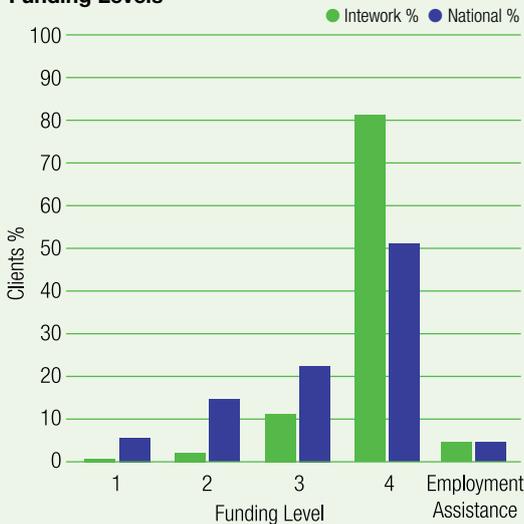
Intework's model of supporting employees in small crews continues to attract new employees. In 2012/13 Intework attracted 28 new employees, with the highest percentage joining crews in Balcatta and Peel.

Over the last year the composition of Intework ADE crews has changed reflecting an increase in our environmental and external business crews, and a decrease in the number of staff employed in internal crews. In the last year we have had a 10% decrease in the number of employees working in internal

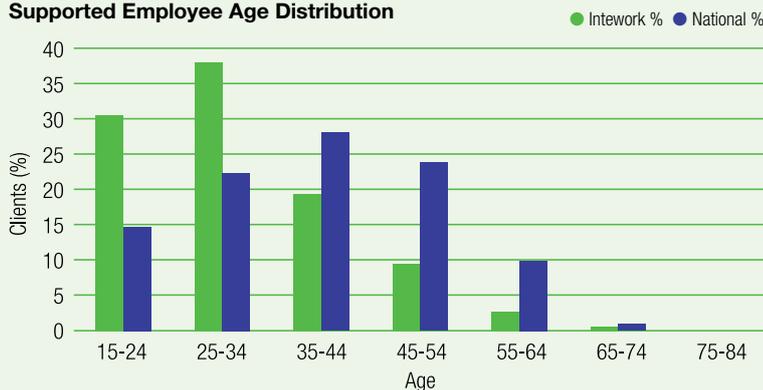
crews. This is a direct reflection on the increased external customer contracts that have been secured, such as the Curtin University and the Cities of Bayswater and Melville contracts. Employees who have traditionally worked internally, have now had opportunities to look at alternative roles in external and environmental crews. The flow on from these contracts has increased some tasks for internal crews such as the preparation of BBQ cleaning kits.

Intework ADE is relatively 'young' compared to some of our national counterparts. As such we do not have the same ageing and retirement transitions as other ADEs. Our workforce is relatively young with the highest percentage of our employees aged between 25 and 34 (38%). This is followed by 30% of our workforce being aged 15-24. Only 12% of our employees are aged over 45. Intework has strong community connections with our local schools and colleges and this is reflected in a high number of school leavers joining the ADE program each year.

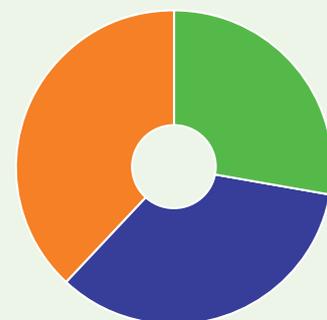
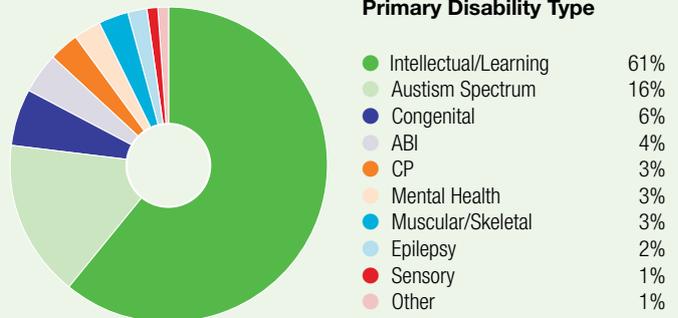
Funding Levels



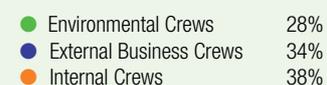
Supported Employee Age Distribution



Primary Disability Type



Percentage of employees by crew type



National Disability Awards 2012

Intework was proud to nominate Telstra for the 2012 National Disability Awards in the “excellence in improving employment opportunities” category. Amongst tough competition and at the National Disability Awards dinner in Canberra, Telstra came away with the top award.

Intework has had a close relationship with Telstra since 2010 when it was contracted by Telstra to provide grounds maintenance and internal cleaning for Western Australian Telstra Exchanges, under their ‘Supported Workforce Program’.

Intework currently has ten work crews engaging more than forty supported employees undertaking internal cleaning and external grounds maintenance for 68 Telstra sites. One such crew is the Midland Telstra grounds crew who proudly maintain the grounds of 23 exchanges around the East Metropolitan region.

The commencement and expansion of this contract has provided our ADE employees with opportunities to try new tasks and build skills both in gardening and cleaning. These include Workplace Health and Safety (WHS) awareness with employees educated in topics such as manual handling, PPE and chemical safety. Additionally, skills in the use of hand tools, and power equipment such as pressure cleaners, lawn mowers, brush cutters, and blower vacuums have been attained.

The Telstra contract and partnership provides a range of positive outcomes for Intework supported employees that are of immense importance. Among these outcomes are employment and social skills development, enhanced self-esteem and confidence (which are raised through the “dignity of work”) pride, community interaction and recognition, and the ability to undertake valued and meaningful work.

Intework believes that the partnership with Telstra has facilitated great interaction between people with disabilities, the community and the wider Telstra workforce who constantly comment on the motivation, work ethic and enthusiasm shown by our crews whilst at work.

The enthusiasm and support of all Telstra employees for this program has been exceptional, with total organisational commitment and support of enhancing opportunities for people with disabilities. This ethos is driven from the top down, and is reflected in the support that Intework has received at all levels. Intework particularly recognises Michael Marrett (National Contract Specialist) who has been a positive driving force and instrumental in developing this project nationally. The commitment of Michael and Telstra now ensures that over 200 people with disabilities nationally are employed in meaningful and valued work.

Intework looks forward to continuing its valued partnership with Telstra and congratulates them on their well deserved award.



L-R Brian O'Shea, Bert Ciavarra and Michael Marrett from Telstra.

Employment Services

William Wignall – ADE Peel

William joined the Peel ADE crew in January 2010 after leaving school in Rockingham.

Initially he was designated to the Peel environmental crew undertaking the task of cleaning skate parks and then progressing to BBQ cleaning. During this time Will expressed that he would like to learn new tasks and take on more responsibilities. He was then introduced to roadside litter pickup. Although Will had learnt safety in the workplace this was a totally new ball game being in such close proximity to moving traffic, and yet again he mastered it as he has for all previous roles that he has taken on.

Will gets on well with both his work colleagues and skills trainers, has excellent communication skills and always keeps an upbeat attitude while at work. He has been offered extra hours at work and he is currently considering his options.

His greatest achievement though has been his ability to confidently assert himself and take on the task of getting himself to work in a timely manner. At his last Employment Assistance Plan (EAP) it was discussed with Will to have the option of travelling to work independently as a goal. A plan was developed with the help of his Employment Support Coordinator, Will and his family, and he started his journey to work. While this was a scary thing for his mum to accept, Will never doubted his ability to succeed and kept telling her he could do it! Will is now not only fully competent to do it himself, but is also willing to help and assist others to learn how to catch the train to and from work.

In the last 6 months Will has been working with the gardening crew and in this role he has learnt how to operate a variety of equipment including the leaf blower, lawnmower and whipper snipper. He identified at his EAP that he would like to learn how to use the lawn edger and has been having 'on the job training' on its operation and the quality expectations of the contract. The lawn edger can sometimes be temperamental but Will, as with all the gardening equipment, can not only operate it but he can also troubleshoot when something's not quite right.

Will's positive attitude extends to his fellow workmates. As far as Will is concerned it's a team effort all the way, and at the end of each working day he will praise everyone on a job well done!



When asked why Will likes to come to work three days per week he states that "work is fun – learning to get on with new tasks and challenges is so much fun. I have learnt a lot with the guys and I earn my own money". Will says that he would recommend Intework to others because "Intework teaches skills to do it on your own and Intework is a good place to learn from and you meet nice people".

Corporate Services Report

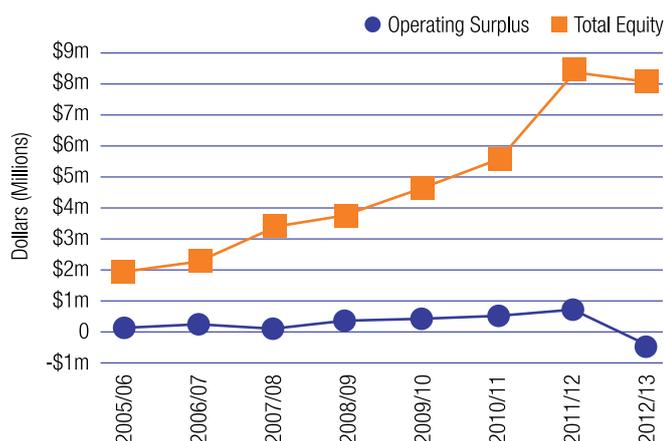
Financial Results

Total revenue for the year was \$17,005,886 and the operating deficit (before capital grants) was \$547,401. Intework's net assets, at June 30 2013 was \$8,052,089, a decrease of \$488,346 from 2012.

Although Intework is a not-for-profit agency, it is important for financial viability not to run at a loss. The operating deficit of \$547,401 (before capital grants) has been offset against surpluses reported in prior financial years.

A summary of our operating results and growth in equity (that is largely attributable to capital grants), over the past eight years has been as follows:

Financial Results



New Premises

The fit-out of the new Balcatta site was completed in 2012, with occupancy of the premises occurring at the end of October 2012.

Financial and Internal Controls

Regular reviews of financial and internal control procedures are carried out by management in order to help safeguard Intework's revenue, assets and records. Strong internal control helps to ensure:

- Funds are channelled directly towards client services and outcomes; and
- All monies are accounted for and all expenditure is within properly authorised budgets.

It is essential for sound financial management practices that this control consciousness is present and accordingly regular reports are presented to management and Board on such matters as:

- Asset management relating to property, vehicles, computers, laptops, mobile phones, etc.;
- Budgeting – financial budgets are aligned to the organisation's strategic objectives;
- Financial analysis and controls to enable trends and unexpected events to be identified quickly;
- Financial Reporting and Cash Flow analysis on a monthly and timely basis for regions and programs with comparison of actual results to budget; and
- Internal controls that include delegation of authorities, reconciliations, segregation of duties, reporting of variances, etc.

Quality Assurance and Compliance

Quality, contractual and safety compliance remains a compulsory requirement from all our funders. The monitoring and evaluation of the services and the organisation as a whole continues to validate sound quality assurance compliance and a strong service user ethic and continuous improvement culture. This has been demonstrated in feedback received from the Disability Service Quality Evaluation Independent Auditor, Vikki Gates, who stated that she was particularly impressed by the high level of participant and family satisfaction and the positive comments by them and other stakeholders such as:

"We ask, they work out how it can happen to ours and their limits";

"They have opened up his life...and have been MORE than helpful";

"It's very empowering ... he's not isolated anymore, is making friends and is known around the community";

"They help me with new skills and I am studying too";

"It is a beautiful environment (Intework Busselton) with great 'vibes' and I don't feel isolated";

and one LAC's comment,

"The service is incredibly flexible and their communication is excellent, honest and respectful".

Corporate Services Report

Workplace Health and Safety (WHS)

Intework is committed to the legal and moral responsibility of providing a healthy and safe workplace as well as achieving best practice in WHS, with a focus on continuous improvement.

Intework complies with robust WHS standards and employs a number of initiatives that reduces the likelihood of injury at work for all employees, volunteers and visitors. Hazards and risks are systematically assessed, reported and eliminated or controlled.

Intework's WHS Representative Committee is comprised of an Injury Management Officer and seven WHS representatives across the regions. All on the committee have either completed, or are working towards, Certificate IV in Workplace Health and Safety. Intework would like to recognise the following staff for their commitment to the role of Regional WHS Representative in 2012/13:

- Claire Barry
- Jodie Bevan
- Charmaine Currie
- Terry Fox
- Miller Guzman
- Paul Johnson
- Brendan Loader
- Daniel O'Connell
- Aaron Searle
- Christopher Wagim

Some of Intework's initiatives in the area of WHS include:

- Employee Assistance Program;
- WHS training;
- Health promotion initiatives;
- Regular safety and fire drills;
- Hazard reduction measures; and
- Regular review of policies, procedures and guidelines.

Information Technology

Intework's Information Technology (IT) department performs a critical support function for the regional program and service delivery staff. Ensuring that communication and computer resources are fully operational to meet service needs requires IT to constantly look for ways to effectively support and manage the technology and resources across a geographically diverse area, with a high standard of professional excellence and customer service,

while providing more cost effective, scaled solutions across all sites. The department aims to connect, innovate and serve all of Intework by creating a shared vision, aligning resources, and providing excellent services. It has continued to concentrate on the stability of the core products and services provided to Intework, and to leverage existing technologies and initiate new technology projects.

In the financial year 2012/13, the IT department continued to enhance its delivery of services to staff and clients across all sites. Significant progress was achieved on both the major projects (listed below) and strategic technology planning. Intework is well positioned and structured for moving the strategic plan forward and supporting the services and operations of Intework in the years to come.

Throughout the year, key developments included:

- Relocation of Osborne Park and Stirling offices to Balcatta;
- Relocation of Peel office to Greenfields;
- Providing IT infrastructure for the new Fremantle office;
- Implementation of a new Cloud Anti-Spam email filtering; reducing both Spam and Bandwidth;
- Upgrading Regional Servers to Windows Server 2012;
- Upgrading the Virtualisation System to Windows Server 2012 Hyper-V;
- Configuration of a Failover Cluster at Balcatta providing high availability and redundancy;
- Implementation of a new wireless system at Balcatta for complete coverage and simpler administration, while also providing a portal for guests requiring Internet access;
- Upgrading of Joondalup, Midland and Gosnells network; and
- Installation of a new phone system in the Busselton office.

Looking into the future, we are thrilled about the upcoming challenges and innovations that the new year will bring, including the IT department designing its very own strategic plan, aimed at excellence while at the same time aligning with the organisation's strategic plan.

Corporate Services Report

Human Resources

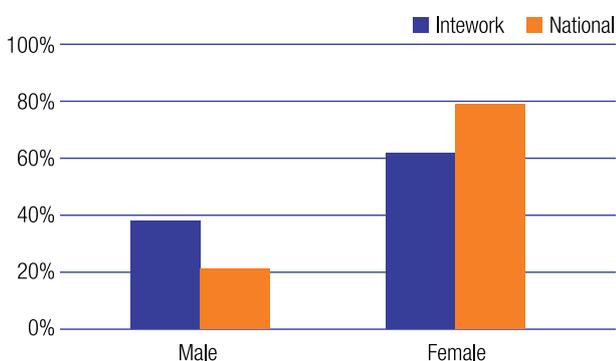
Intework's Human Resources department has continued to see growth and improvements in the past 12 months. The new part time HR Officer employed in 2012, to coordinate the casual relief pool, has been of great benefit to all programs and services within the organisation.

Specific HR projects undertaken in the 2012/13 year include:

- Implementation of a loyalty bonus.
- Introduction of Purchased Leave Scheme (PLS) (employees are able to purchase up to 4 weeks extra annual leave).
- A detailed analysis of employee turnover was conducted, yielding some particular areas requiring attention. This also led to a number of recommendations to assist in reducing attrition; and
- Development of new policy and procedure documents for Performance Management and Disciplinary Action, Leave, and detailed guidelines for Supervision and Annual Review.

Growth in employee numbers has seen Intework increase from 318 employees in June 2012 to 330 in June 2013, a 4% increase in staffing numbers within the organisation's gender balance, comparing favourably with the national average.

Employee Gender Distribution in Disability Services



Employee turnover during this time was 18%, which is a reduction on the 2011/2012 turnover of 23.5%, and is similar to the turnover rates in other WA Disability Service Organisations.

As Intework services and programs continue to evolve, it is anticipated that staff numbers will also continue to grow. As such, Human Resource staff will be working hard to continue the development of this area to provide effective support and assistance to Intework's operational programs. The strategic direction of human resources over the following years will focus on the key objective of the organisation's 2013-2018 Strategic Plan, being "Grow and develop the capacity of our people", by:

- Improving recruitment processes to ensure Intework employs people who have the skills and qualities required by our service users and who are aligned with our vision, mission and values;
- Supporting our current employees to achieve the skills required to perform their job to a high standard;
- Encouraging and rewarding employees who engage in career development by introducing a qualifications allowance for staff that possess formal qualifications relevant to their duties;
- Identifying and supporting future leaders by offering opportunities to develop and grow skills and experience;
- Encouraging the sharing of skills and knowledge between regions and programs by introducing an Intework Exchange Program; and
- Investigating funding opportunities to support the expansion of our volunteer program.

Training Services

Following the establishment of the new Training Services team in January 2012, there has been a significant increase in courses developed and made available to all staff. During the past year Training Services have provided 175 training courses to Intework stakeholders and staff. Participants on training courses have included staff, supported employees, volunteers and clients.

Intework currently offers a diverse range of training opportunities in the following categories:

Intework Core Training

- Inductions 1, 2 & 3
- PART (Predict, Assess and Respond to Challenging Behaviours)
- ADE, Lifeskills Plus and DES Essentials

Corporate Services Report

Intework Nationally Accredited Training

- Certificate IV in Disability
- Certificate IV in Training and Assessment
- Certificate IV in Occupational Health and Safety

Intework Ongoing Training

- Person Centred Thinking
- Everyday Lives in Everyday Communities
- Policies and Procedures
- Choice and Sexuality

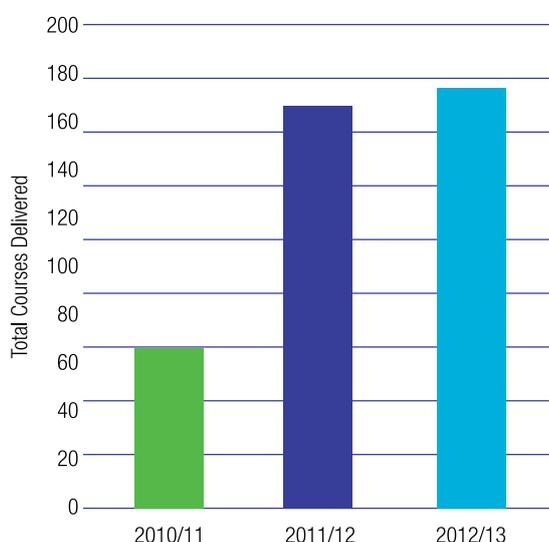
Intework Career Development Training

- Succession Program
- Supervision
- Leadership and Management
- Train the Trainer

Through the continued development of the Training Management System (TMS) a more structured and manageable process is now in place providing a streamlined training experience to employees. Since its inception, substantial increases in employee training opportunities have been realised, with training numbers having almost tripled in the past two years. This represents a 193% increase in courses on offer.

My Training, My Way was established in November 2012 and is a growing training initiative being offered to Intework clients to incorporate structured training opportunities either as part of their current Intework program, or outside their existing

Courses delivered growth



commitments. Over 60 participants have now attended workshops with a great deal of positive feedback from participants, families and Intework staff.

Courses currently include Prevention of Workplace Abuse, My Circles, Basic First Aid, Introduction to Safe Food Handling, Healthy Relationships, Prevention of Bullying and many more. In 2013, we will be offering opportunities for clients to complete Certificate level training in various areas of interest.

In recognition of the difficulties associated with recruiting and retaining appropriately qualified staff within the disability sector, Intework made the investment of skills development and training a priority. Considerable resources have been used to drive and implement nationally accredited training through traineeships and succession programs with excellent outcomes for employees and our clients.

In summary during the past twelve months:

- 19 staff successfully completed Certificate IV in Disability; and
- 3 staff successfully completed Certificate IV in Training and Assessment.

Staff quality is the most important determinant of service quality and is a matter of priority to Intework. Training Services is in the process of aligning itself with Intework's new strategic framework which focuses on core values with a guiding principle of putting people first.

As an organisation Intework has maintained valuable existing services, encouraged a philosophy of continual improvement, and implemented many new initiatives. Training Services is one such initiative and will keep the organisation up to date with new service models which continue to evolve and change within the disability sector.

In recognition and support of the Training Service team we would like to acknowledge and thank the following people who volunteered their professional expertise and knowledge to deliver valuable training to Intework staff:

- Dee Roche – Leadership
- Motivation Training
- Brendan Boyle – Living with Autism
- Pauline Chambers – Anaphylaxis Training

Corporate Services Report

Cultural Program

The Intework Cultural Program has been implemented to further assist Intework in becoming a culturally responsive organisation, with a vision of being a leading service provider and employer for people of Indigenous and Culturally and Linguistically Diverse (CaLD) backgrounds within the disabilities service sector.

The Cultural program, guided by our Indigenous Liaison Officer, is building a foundation of awareness, knowledge and cultural recognition within Intework. This will assist our employees, partners, key stakeholders and service users to appreciate and recognise the vocational and social inclusion of all Indigenous and CaLD people. Together we are working to be at the forefront of Indigenous engagement and employment.

The official opening of Intework's new Balcatta office was the first representation of the Cultural Program. We were accompanied by Mr Neville Collard, a local Nyungar Elder, and his grandchildren the Kulbardi Dancers. Mr Collard was an honorary guest who performed 'Welcome to Country' in both English and traditional Nyungar language, as well as a 'Smoking Ceremony' with leaves from Marngart (Jam tree) to cover attendees' bodies as they entered the Balcatta building ridding them of what is not needed, and purifying the area to ward off bad spirits and to help with the beginning of something new. The Kulbardi Dancers entertained our staff, clients and guests with four traditional dances.

Wellness Program

Intework is dedicated to improving the health of all our employees and volunteers. The Intework Wellness Program is now into its second year of offering health and wellbeing assistance to the Intework community.

From the results of our inaugural wellness survey, we were able to determine the type of wellness activities and events employees wanted, and to identify any areas of concern regarding employee health and wellbeing.

The Wellness Program keeps employees informed via monthly newsletters and during the year more than 200 of our employees have participated in wellness activities.

The program is available to all our employees, including casuals and volunteers and includes:

- Monthly Calendar of Events of various health and wellbeing activities;
- Access for employees into Corporate Health Insurance Plans;
- Access to confidential Employee Assistance Programs (EAP) providing counselling and support to all employees and immediate family members;
- General health intervention support (eg: quit smoking assistance, free influenza and hepatitis C vaccinations); and
- Regular community fund-raising events to support community based charities.

To boost our resources, we have applied for external funding and hope to increase the range of wellness events offered to employees.



Corporate Services Report

Award Recognition

A. Intework Employee of the Year

The annual Intework Employee of the Year Awards are an opportunity for clients, carers and managers to nominate staff members for their support and dedication to making a difference to people's lives and happiness. Congratulations to all our employees nominated and in particular to the winners:

- Lifeskills Plus: Jodie Bevan (South West)
- ADE: Johanna Botha (Peel)
- DES: Sandra Chaves (Central)
- Corporate Services: Enzo Leone (Central) (pictured)

B. Living our Values Award

This award was introduced in 2013 to recognise exceptional staff who truly live the values of Intework. The first ever Living our Values award was presented to Sylvia Mason who was nominated by her colleagues, as they wanted to recognise the initiative and leadership she shows in ensuring the best possible outcomes and her absolute commitment to the supported employees.

C. ACE WA Employee of the Year Award

Kerry Ball was nominated for the prestigious award of being Employee of the Year 2012. The Disability Employment Service (DES) and Australian Disability Enterprise (ADE) Employee of the Year Awards

supported by NDS and ACE WA recognises the achievement and value of DES and ADE Employees who work with people with disabilities in Western Australia. Congratulations to Kerry from the Eastern ADE who was successful in being awarded the ADE Employee of the year.

D. Disability Support Worker Awards 2013 (NDSWA and DSC)

At the 2013 Disability Support Worker Awards ceremony, Intework recognised outstanding achievements of their support workers who go above and beyond. This year congratulations go out to Amy Nunn (Central) who was a finalist in the Emerging Leader category.

Conclusion

I would like to thank the Corporate Services team for their assistance, co-operation and contribution throughout the year. The Corporate Services team look forward to another rewarding year for both clients and staff.



David Geldart
Corporate Services Manager



Corporate Services Report

Employer Recognition

10 to 14 Years with Intework

Bidvest
Department of Child Protection
Identity WA
National Trust
Novaplus
Spotless Cleaning
St Vincent De Paul
Swan Kalamunda Health Services
Target
West One

15 to 19 Years with Intework

Breast Screen WA
Bunnings Building Supplies
Disability Services Commission
Main Roads WA
Silver Chain

20 + Years with Intework

Hungry Jacks
Landgate
McDonalds

Supported Employee Recognition

10-14 years with Intework

Donna Barnsley
Yolanda Berg
Benjamin Bleakley
Leigh Blythe
Sarah Bowman
David Burt
Raymond Chan
Alexander Civitico
Elizabeth Clancy
Anna Diggins
Katrina Elfer
Shaun Evans
Paul Farrell
Sarah Fogg
Christopher Fowler
Laura Gallaher
Andrew Gavigan

Charmayne Griffiths
Emma Harradine
Ryan Harvey
Bridie Hay
Shelley Jacobs
Rebecca Lambert
Robert Leach
Karlene Legg
Christine Lewis
Allan Meardi
Steven Moloney
Robert Muir
Angela Mulcahy
Jane O'Keefe
Jodie Riseberry
Paul Rusconi
Stephen Sked
Anika Stellamans
Adisa Subasic

Glen Sutherland
Joanne Taylor
Donald Teo
Kelly Thompson
Kosta Tolev
Kia Veenstra
Manuel Voyatzis
Cameron Walker
Christopher Walker

15-19 years with Intework

Sandro Civello
Gwenda Drayton
Aaron Jecks
Amanda Lowrie
Matthew McAdam
Teresa Meharg
Paul Nettleton
Danika Newton

Michael Oxtoby
Lisa Ryle
Mark Sampson
Peter Sexton
Michelle Storer
Hong Tran
Megan Turner
Nyree Weir
Tony White
Mark Wild

20 + years with Intework

Lynette Brittain
Jackie Chokolich
Christian Kelly
Trevor Mitchell
Anthony Murace
Graham Williams

Employee Recognition

8 to 10 Years with Intework

Robert Butt
Chloe Grant
James Higgins
Robert McGibbon
Margaret Millar
Erica Morris
Julia Zammit

11 to 15 Years with Intework

Claire Barry
Rachel Den Haan
Terri Dickerson
Pauline Donnelly
Stephen Doughty
Stephen Hales
Patty Harrison
Gaye McCormick
Raelene Mountford
Kelly Murray
Kirsti Overend
Diane SeeKee

16 + Years with Intework

Michael Alexander
Terry Fox
Garry Gillam
Maureen Greaney
Terri Phillips

Intework would like to recognise and thank the above who have contributed to the organisation.

Corporate Services Report

Employees by region

South West Regional Busselton

Vanessa Arbuthnot
Lesley Bailey
Megan Bell
Jodie Beven
Stefan Boscheinen
Emma Brewer
Renate Clancy
Carolyn Evans
Holly Fergusson
Christopher Finlay
Linda French
Clare Gibellini
Tarnia Greenway
Nigel Guy
Sharon Hayward
Terri Hughes
Helen Hunter
Jamie Leiper
Matthew Lilley
Sandra Mills
Kelly Murray
Katherine Murtagh
Daniel O'Connell
Samantha Overton
Anthony Pursell
Nerrida Robinson
Roni-Leah Sewell
Leanne Simons
Jennifer Wittorff

Corporate Services and Administration

Michael Alexander
John Astle
Sally Atkinson
David Avice
Fiona Bellazzini-Eiszele
Jane Berggy
Carol Davies
Sarah Desforges
Amanda Donnelly
David Geldart
Garry Gillam
Chloe Grant
Maureen Greaney
Alison Harvie
Hugh Hendry
Hayley Horwood

Enzo Leone
Felicity Lockyer
Julie McCulloch
Berrington Muteto
John O'Brien
Guylaine O'Donoghue
Kirsti Overend
Terri Phillips
Donna Pisano
Sharon Pryde
Paul Rogers
Janis Sharratt
Radek Vaclavik
Fiona Wallace
Aileen Ward
Adrian Young

South East Metropolitan Gosnells

Marco Angi
Claire Barry
Shauna Brady
Geoffrey Broad
Sandra Bruton
Paul Butler
Robert Butt
Kristy Cabassi
Parjinder Chahal
Man Choon Chan
Karen Cole
Lloyd Collins
Simon Connell
Rachelle Danby
Rachel Den Haan
Scott Devenish
Terri Dickerson
Elisa Dippolito
Pauline Donnelly
Angela Duce
Geoffrey Evans
Dale Fickling
Terence Fox
Elizabeth Gashaw
Kelly-Marie Gildare
Angela Giles
David Gould
Jannine Guarino
Stephen Hales
Kelly Hart

Wanoa Hema
James Higgins
Catherine Holman-
Mackey
Julie Johnson
Lisa Jones
Saartje Jonk
Marcel Kempe
Ravi Kumar
Celia Lim
Donna Link
Rajender Mahala
Raelene Mountford
Wendy Muilenberg
Kerri-Anne Mulley
Kelly Munro
Simone Murdock
Tania Nayeem
Shivakumaran
Nianasekaran
Frederick Nikora
Sandra O'Shea
Danieswaran Parumal
Alan Pitcher
Michelle Quinn
Gail Ranford
Keith Rozario
Gayle Sheppard
Helen Simmons
Kerryanne Simmons
Jatinder Singh
Angela Smith
Sharon Smith
Victoria Smith
Cindy Staines
Melanie Stevens
Mandyleigh Storm
Teresa Stys
Wakaroa Taki
Graham Tarling
Nicola Uzzell
Jessica Walenzyk
Michael Warburton
Mark White
Natasha Wyatt

North Metropolitan Joondalup

Bethany Astle
Carly Atkinson

Emily Bassham
Christine Billson
Sandra Brereton
Kathrine Broch
Desmond Brooks
Anissia Brown
Delores Campbell
David Clare
Barbara Compton
Jacqueline Cooper
Hayley Cope
Joanne Copeland
Teneeka Cougan
Pamela Deasy
Merrin Dekens-True
Amanda Edmiston
MacBride
Brenda Endersby
Debra Flintoff
Patricia Hamer
Nicole Hayter
Paul Johnson
Pamela Kendrick
Nadia Louw
Jacinta Lyon
Sherrie Malkiewicz
Simon Malloy
Charlotte Matten
Ashley McCulloch
Georgina McCulloch
Yvonne McDermott
Jody McElroy
Angela Middleditch
Margaret Millar
Rosslynne-Anne
Mollentze
Erica Morris
Ross Morrison
Deborah Mullins
Michael Needham
Godfrey O'Connell
Julie Pisani
Deidre Quinn
Michaela Rae-Byrne

East Metropolitan Midland

Kerry Ball
Carla Bowden
Zak Brearley

Corporate Services Report

Vanessa Breen
Nicola Carvalho
Kristy Chubb
Janine Collier
Marie Cox
Denise Cullender
Charmaine Currie
Tammy Doidge
Ngairé Dols
Yvonne Ellis
Timothy Foster
Beverley Graham
Nancie Gruber
Amy-Lee Guarino
Miller Guzman
Garry Hansen
Ryan Higgins
Chantelle Hughes
Dane Kerwin
Michael Lawrence
Lois Lye
Christina Madeley
Tanya Marlow
Lee Matheson
Daniel Matthews
Gaye McCormick
Robert Miller
Lynnett Moyo
Collin Mullane
Hazel Murray
Nang Nguyen
Sherryne Regan
Catherine Reynolds
Mercedes Roberts
Cheyne Robinson
Joerg Schroeder

Diane SeeKee
Jasmine Skinner
Yvonne Smith
Peter Taylor
Debra Titterington

West Metropolitan Fremantle

Madduma
Chandrasekara
Leeanne Miller
Joanne Parker

South West Region: Peel

Cheryl Alexander
Ailidh Anderson
Susan Baker
Johanna Botha
Donald Campbell
Julian Clark
Stephen Devenish
Charmaine Drummond
Stephenie Fielding
Ruth Gebbie
Jins James
Jean Jones
Carol Kerkhof
Fiona Lim
Morag MacMillan
Sylvia Mason
Robert McGibbon
Peter McNamara
Susan Middleton
Deborah Morgan
Joy Page
Vinish Payyappilly
Robert Posekany

Annette Purkiss
Stephanie Ransome
Krystal Rawling
Justine Richards
Brett Ridley
Daphne Ryan
Sheryl Scaddan
Aaron Searle
Nikki Smith
Sally Smith
Rebecca Thompson
Lois Timms
Paul Timms
Lisa-Marie Vandarlin
Samantha Vernal
Christopher Wagim
Tammie Ward
Andrew White
Quentin Williams

Central Metropolitan Balcatta

Cameron Bird
Charlotte Bool
Rowena Budd
David Cassie
Daniel Collins
Emma Cormack
Eduardo Cossio
Gregory Cabbage
James Cabbage
Natalie Cummins
Janet Curedale
Darryn Dodd
Jigme Dorje
Stephen Doughty
Monica Duke

Ryland Ellison
Chantelle Gregory
Sunhil Gupta
Cheneé Haldane
Patty Harrison
Leslie Hollingsworth
Bibin Jayadev
Harpreet Kaur
Ashleigh King
Linda Leone
Teresa Leone
Brendan Loader
Reginald Loh
Kylie Lowry
Elton Madziva
Stewart Marks
Kim McInnes
Nathan Mitchell
Matthew Mullin
Cristian Munoz
Suevani Naidoo
Amy Nunn
Hardikkumar Patel
Ronak Patel
Damian Rawcliffe
Clay Reith
Ryan Samuels
Peter Shellard
Ajay Singh
Dylan Smith
Karen Smith
Kirsten Temoananui
Raymond Timmons
Siobhan Walsh
Alexander Watson
Andrew Wormald

Volunteers

Malcolm Allen
Vithya Anbazhagen
Smitha Ani
Abraham
Jasinta Bailey
Lorraine Basketter
Karen Brocklebank
Sebastian Calabro
Brian Carter
Kim Caveill
Bob Creswick
Alicia Crockett

Victor Cuellar
Tim Damianidis
Cath Desforges
Ann Dorney
Clive Dorney
Sydney Elkes
Luiza Ellement
Darienette Flint
Linda Gofford
Alison Gray
Simona Grobler
Colin Gwynne

Leeanne Harris
Lachlan Holter
Melissa Jenkins
Paula Johnson
Shane Laidlaw
Barbara Lang
Michael Lawson
Jia-Hsing Lin
Gregory Mansell
Joanne Marinovich
Jon Marjinis
Stewart Marks

Ashley Matthews
Rachael McKenna
Paula Mills
Roy Mithun
Janine Muir
Iva Novakova
Julie Oliver
Mania Onesimo
Tara Pearman
Honey Pell
Anne Radis
Paul Radis

Trevor Richards
Scott Riley
Vivian Rodrigues
Cheryl Smith
Niall Stephen
Mildred Voelpel
Fay Weeks
Aleesha Wild
Ken Williams

Corporate Services Report Office Bearers and Directors

Intework would like to express its sincere appreciation and thanks to the many Board members who have contributed greatly to the work of the Organisation over the past 22 years.

Office Bearers

Chairman	From:	To:	Directors	From:	To:
Charlie Rook	1991	1992	Charlie Rook	1991	2008
	1994	2008	Carol Rowling	1991	2001
Eve Lucas	1992		Eve Lucas	1991	2007
Carol Rowling	1993		John Fortune	1991	1992
Con O'Brien	2008	2011	Steve Beere	1992	1992
Michael Donnelly	2011		Kerry Stopher	1992	1993
Richard Bevan	2012	Present	Ron Widdison	1993	1995
			Lesley Ryle	1993	2008
			Sheri Lochner	1994	1994
Deputy Chairman			Phil Baker	1994	1999
Eve Lucas	1994	2003 - 2007	Des Drew	1996	1997
Phil Baker	1995	1999	David Perry	1996	1997
Ross Gregory	2000	2002	Paul Barker	1996	1997
Philip Newnham	2008	2009	Dr Catherine Smith	1996	1997
Michael Donnelly	2009	Present	Brooke Arbery	1997	1998
			Bob Harvey	1997	2002
Finance Director			Di Shepherd	1998	Present
John Fortune	1991	1992	Ross Gregory	1998	2002
Ron Widdison	1993	1995	Tim Kavenagh	1998	2000
Des Drew	1995	1996	Tony Usher	1998	2000
Bob Harvey	1996	1998	Ronald Penny	2001	2002
Di Shepherd	1998	2005	Stan Robson	2001	2002
Jackie Crothers	2005	2006	Roger Smailes	2001	2003
Con O'Brien	2006	2008	Ian Bramwell	2001	2002
Michael Donnelly	2008	2011	Jackie Crothers	2002	2006
Paul Cougan	2009	2012	Prof Chris Forlin	2002	2005
Paul Finkelstein	2012	Present	Dr Cher Rapanaro	2002	2007
			Adrian Piers	2002	2012
			Paul Arns	2003	2012
			Con O'Brien	2006	2011
			Michael Donnelly	2006	Present
			Philip Newnham	2006	2009
			Sue Jones	2007	2011
			Tony Sexton	2008	2011
			Paul Cougan	2008	Present
			Jill Hanna	2010	Present
			Paul Finkelstein	2011	Present
			Richard Bevan	2011	Present
			Bronwyn Davies	2012	Present
			Nicolle Jenkins	2012	Present
			Jan Macpherson	2012	Present

Life Members

The award of Honorary Life Membership is the highest honour Intework can bestow on an individual and is done so in recognition of those who have made an outstanding contribution to the Association. Significant service and contributions have been made by the following individuals in terms of time, effort and commitment to Intework over a significant period of years.

Intework Honorary Life Members are:
Carol Rowling • Charlie Rook (OAM) • Eve Lucas

Corporate Services Report **Organisation Milestones**

Year	Milestone
1991	Intework established (Osborne Park)
1991	Strategic Plan (1) formed 1991 - 1996
1992	South West Metropolitan Region (Fremantle) established
1994	East Region (Midland) established
1995	South West Metropolitan Region (Fremantle) separated (South Metropolitan Personnel)
1996	Interface Pilot Program launched
1996	Executive Team implemented
1997	Strategic Plan (2) formed 1997 - 2001
1997	South East Metropolitan Region (Kelmscott/Gosnells) established
1998	North Metropolitan Region (Joondalup) established
1998	Purchased Cedric Street, Stirling premises (assisted by Lotterywest)
1998	Lifeskills Plus Program commenced
2001	Strategic Plan (3) formed 2001 - 2006
2002	Incorporated ECU JobNet Open Employment Program into North Region
2003	Disability Services Quality Accreditation achieved
2004	Business Services Program formed (DEEWR / FaHCSIA funding split)
2005	CEO role and restructure implemented
2005	Learning for Work Pilot (2005 - 2006)
2005	Certificate of High Commendation from DSC
2006	South West Regional Program (Busselton) established
2006	Uncapped Open Employment Program commenced
2007	Established Osborne Park premises
2007	Strategic Plan (4) formed 2007 - 2012
2007	Lifeskills Respite Services commenced
2007	Purchased Winton Road, Joondalup (assisted by Lotterywest)
2007	Purchased Fremantle Road, Gosnells premises (assisted by Lotterywest)
2008	South West Regional (Peel) established
2008	South West Regional (Peel) Business Services contract commenced
2010	South West Regional (Peel) Open Employment program commenced
2010	ASDAN Pilot commenced
2011	Holiday Program (Lifeskills Respite) launched
2011	Established South Lake premises
2011	Training Services established
2012	Purchased Kirke Street, Balcatta premises (assisted by Lotterywest)
2012	GAIN Pilot Program launched
2012	Sold Cedric Street property
2013	West Region (Fremantle) established
2013	'My Way' Project commenced
2013	Strategic Plan (5) formed 2013-2018
2013	Official Opening of Balcatta premises by His Excellency Governor McCusker

Finance Director's Report for the year ended 30 June 2013

2012/13 Overview

On behalf of Intework's Finance and Audit Committee I present the financial report for the 2012/13 financial year.

The organisation recorded a deficit for the year of \$0.49 million compared to a surplus of \$2.79 million in 2011/12. This variation is attributable to substantial non-recurring items that produced an elevated surplus in 2011/12, in particular:

- a \$1.7 million Lotterywest grant for the acquisition of new service delivery and office premises in Balcatta; and
- a profit of \$433,355 from the sale of the Cedric Street site.

The 2012/13 financial results were materially impacted by the loss of a significant portion of Department of Education, Employment and Workplace Relations (DEEWR) funding in three of the five operating regions of Intework. This change in funding occurred in March 2013 and impacted the financial performance of the organisation through to the end of the financial year.

Despite the deficit recorded for 2012/13, and the operating challenges faced by the organisation, we have maintained a healthy capital reserve following the preservation of significant surpluses in prior years. It is the Board's intention to ensure that these reserves (currently being 47% of annual revenue) are used wisely for ongoing and future service improvements across all of Intework's programs for the benefit of our clients.

2013/14 Financial Year

The financial target for 2013/14 has been set to show a significant improvement in the results compared to 2012/13. Restructuring of the business has occurred to accommodate the new funding environment and additional cost control measures have been implemented to ensure that this budget is delivered, if not improved upon.



Conclusion

Thank you to Intework's staff and management for their efforts in managing the financial resources of Intework whilst maintaining a high quality of service to all of our clients.

Intework remains in a sound financial position as we commence the new 2013/14 financial year.

A handwritten signature in black ink, appearing to read 'Paul Finkelstein', written over a horizontal line.

PAUL FINKELSTEIN

Finance Director

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF INTEWORK INCORPORATED

Report on the Financial Report

We have audited the accompanying financial report of Intework Incorporated, which comprises the statement of financial position as at 30 June 2013, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by the Board of Directors.

Board of Directors' Responsibility for the Financial Report

The Board of Directors are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the Associations Incorporations Act 1987 (WA) and for such internal control as the Board of Directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting the audit, we have followed the independence requirements of Australian professional ethical pronouncements.

Auditor's Opinion

In our opinion the financial report presents fairly, in all material respects, the financial position of Intework Incorporated as at 30 June 2013, and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards and the Associations Incorporations Act 1987 (WA).

Sydney
Melbourne
Brisbane
Perth
Adelaide
Auckland

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF INTEWORK INCORPORATED (CONT)

Matters Relating to the Electronic Presentation of the Audited Financial Report

This auditor's report relates to the financial report of Intework Incorporated for the year ended 30 June 2013 included on Intework Incorporated's web site. The Board of Directors are responsible for the integrity of Intework Incorporated's web site. We have not been engaged to report on the integrity of Intework Incorporated's web site. The auditor's report refers only to the financial report. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements. If users of this report are concerned with the inherent risks arising from electronic data communications they are advised to refer to the hard copy of the audited financial report to confirm the information included in the audited financial report presented on this web site.



William Buck Audit (WA) Pty Ltd
ABN 67 125 012 124



Conley Manifis
Director

Dated this 17th day of September, 2013

Sydney
Melbourne
Brisbane
Perth
Adelaide
Auckland

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 Praxity
ASSOCIATE
GLOBAL ALLIANCE OF
INDEPENDENT FIRMS

Statement by the Board of Directors for the year ended 30 June 2013

INTEWORK INC.

ABN 79 872 326 186

STATEMENT BY THE BOARD OF DIRECTORS

for the year ended 30 June 2013

In the opinion of the Board of Directors of Intework Inc. the attached financial statements:

- 1) Present a true and fair view of the financial position of Intework Inc as at 30 June 2013 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.
- 2) At the date of this statement there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable, so long as the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), and the Department of Education, Employment and Workplace Relations (DEEWR) together with the State Disability Services Commission (DSC) continue to provide funding to the Association as described in note 11.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board of Directors by:



RICHARD BEVAN

Chairman



PAUL FINKELSTEIN

Director

Dated this 17th day of September 2013
Perth, WA

Board of Directors' Report for the year ended 30 June 2013

The Board of Directors presents the financial statements of Intework Inc. for the financial year ended 30 June 2013.

Board of Directors

The names of the Board of Directors at the date of this report are:

Mr Richard Bevan
Mr Michael Donnelly
Mr Paul Cougan
Ms Bronwyn Davies
Mr Paul Finkelstein
Ms Jill Hanna
Ms Nicolle Jenkins
Ms Jan Macpherson
Ms Di Shepherd

Principle activities

The association's principle activity is to develop and promote each of our clients as valued members of the community through life skills development, including employment.

There were no significant changes in the nature of the association's activities during the year.

Operating result and review of operations

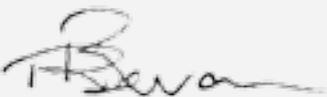
The operating result for the year was a deficit of \$488,346 including capital grants of \$59,055 (2012: surplus of \$2,791,117 including capital grants of \$1,904,990). The association is exempt from income tax.

A detailed review of operations can be found in the annual report.

Significant changes in the state of affairs

In the opinion of the Board of Directors, there are no significant changes to the state of affairs of the association that occurred during the financial year under review not otherwise disclosed in this report.

Signed in accordance with a resolution of the Board of Directors



RICHARD BEVAN
Chairman

Dated this 17th day of September 2013

Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2013

	Note	2013 \$	2012 \$
Revenue	16	17,005,886	16,129,721
Employee Benefits Expense		(12,531,282)	(10,808,975)
Depreciation, Amortisation and Write-off		(1,093,863)	(930,707)
Finance Costs		(6,940)	(7,819)
Other Expenses		(3,921,202)	(3,496,093)
(Deficit)/Surplus from Ordinary Activities before Capital Grants		(547,401)	886,127
Capital Grants (Non-Recurrent)	13	59,055	1,904,990
(Deficit) / Surplus after Capital Grants		(488,346)	2,791,117

The statement of profit or loss and other comprehensive income is to be read in conjunction with the attached notes.

Statement of Financial Position as at 30 June 2013

	Note	2013 \$	2012 \$
Current Assets			
Cash and Cash Equivalents	3	343,217	1,099,568
Trade and Other Receivables	4	875,154	1,370,052
Term Deposits	5	171,868	163,035
Total Current Assets		1,390,239	2,632,655
Non-Current Assets			
Property, Plant and Equipment	6	10,014,370	9,103,374
Total Non-Current Assets		10,014,370	9,103,374
Total Assets		11,404,609	11,736,029
Current Liabilities			
Trade and Other Payables	7	1,033,998	1,069,114
Short Term Borrowings	8	255,000	500,000
Grants in Advance		630,333	466,116
Provisions	9	793,389	658,070
Total Current Liabilities		2,712,720	2,693,300
Non-Current Liabilities			
Provisions	9	639,800	502,294
Total Non-Current Liabilities		639,800	502,294
Total Liabilities		3,352,520	3,195,594
Net Assets		8,052,089	8,540,435
Equity			
Retained Earnings		8,052,089	8,540,435
Total Equity		8,052,089	8,540,435

The statement of financial position is to be read in conjunction with the attached notes.

Statement of Changes in Equity for the year ended 30 June 2013

	Note	2013 \$	2012 \$
Opening Balance		8,540,435	5,709,273
(Deficit) / Surplus after Capital Grants		(488,346)	2,791,117
Prior year adjustment	17	-	40,045
Closing Balance		8,052,089	8,540,435

The statement of changes in equity is to be read in conjunction with the attached notes.

Statement of Cash Flows for the year ended 30 June 2013

	Note	2013 \$	2012 \$
Inflows / (Outflows)			
Cash Flows from Operating Activities			
Grants Received		15,060,544	14,115,104
Interest received		62,055	121,889
Membership fees		68	100
Receipts from trade customers and clients		1,815,572	1,411,684
Receipts from vehicle usage fees		217,801	242,100
Payments to suppliers and employees		(15,781,685)	(14,501,491)
Interest paid		(6,940)	(7,819)
Net cash provided by operating activities	15	1,367,415	1,381,567
Cash Flows from Investing Activities			
Payment for Motor Vehicles		(2,453,410)	(3,134,011)
Payment for Equipment, Fixtures and Fittings		(1,802,850)	(102,682)
Payment for Kirke Street		-	(3,500,000)
Less: Capital Grants			
DSC Grants (Motor Vehicles)		59,055	204,990
Proceeds from Lotterywest grant		-	1,700,000
Proceeds from the sale of motor vehicles		2,327,272	2,862,670
Transfer (from)/to investments		(8,833)	792,025
Net cash (used in)/provided by investing activities		(1,878,766)	(1,177,008)
Cash Flows from Financing Activities			
Funds from Finance Leases		-	-
Drawdown of Bank Loan		995,000	1,400,000
(Repayment) of Bank Loan		(1,240,000)	(905,000)
Net cash (used in)/provided by financing activities		(245,000)	495,000
Net (decrease) / increase in cash held		(756,351)	699,559
Cash and Cash Equivalents at the beginning of the financial year		1,099,568	400,009
Cash and Cash Equivalents at the end of the financial year	3	343,217	1,099,568

The statement of cash flows is to be read in conjunction with the attached notes.

Notes to the Financial Statements for the year ended 30 June 2013

Note 1. Statement of Significant Accounting Policies

Basis of Preparation

The general purpose financial statements have been prepared in accordance with the requirements of the Australian Accounting Standards – Reduced Disclosure Requirements, other authoritative pronouncements of the Australian Accounting Standards Board and UIG Interpretations.

The directors have elected to apply the following Accounting Standards in advance of their effective dates:

- (a) AASB 1053 – Application of Tiers of Australian Accounting Standards; and
- (b) AASB 2010 – 2 Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements (RDR).

These Accounting Standards are not required to be applied until annual reporting periods beginning on or after the 1 July 2013.

AASB 1053 establishes a differential financial reporting framework consisting of two tiers of reporting requirements for general purpose financial statements:

- (a) Tier 1 – Australian Accounting Standards
- (b) Tier 2 – Australian Accounting Standards – Reduced Disclosure Requirements.

AASB 2010-2 makes amendments to each Standard and interpretation indicating the disclosures not required to be made by Tier 2 entities or inserting RDR paragraphs requiring simplified disclosures for Tier 2 entities.

The Association complies with Australian Accounting Standards – Reduced Disclosure Requirements as issued by the Australian Accounting Standards Board.

The adoption of these Standards has resulted in significantly reduced disclosures in respect of related parties and financial instruments. There was no other impact on the current or prior year financial statements.

The financial report has been prepared on an accrual basis, and is based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Accounting Policies

(a) Cash and Cash Equivalents

Cash and Cash Equivalents include cash on hand, bank balances and deposits on call.

(b) Income Tax

The Association is exempt from the payment of income tax pursuant to Division 50 of the Income Tax Assessment Act (1997).

(c) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the Statement of Financial Position are shown inclusive of GST.

Cash flows are included in the Statement of Cash Flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

Commitments and contingencies are disclosed gross of the amount of GST recoverable from, or payable to the taxation authority.

(d) Property, Plant and Equipment

Basis of measurement of carrying amount

Land and buildings are measured at cost less accumulated depreciation on buildings and less any impairment losses. Plant and equipment is stated at cost less accumulated depreciation and less any impairment losses.

The cost of buildings constructed within the Association includes the cost of materials, direct labour, borrowing costs and an appropriate proportion of fixed and variable overheads.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that the future economic benefits associated with the item will flow to the Association and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the statement of comprehensive income during the financial period in which they are incurred.

Any property, plant and equipment donated to the Association or acquired for nominal cost is recognised at fair value at the date the Association obtains control of the asset.

Intework has a policy that only items of greater than \$5,000 in value are capitalised in the Statement of Financial Position.

Depreciation

Items of property, plant and equipment (other than land) are depreciated over their useful lives to the Association commencing from the date the asset is purchased. Depreciation is calculated on a straight line basis over the expected useful economic lives of the assets as follows:

Buildings	2.0%
Motor Vehicles	17.5%
Fixtures & Fittings	10.0 - 20.0%
Computer Equipment	33.3%
Other Equipment	20.0%
Low Value Pool Assets	100%

All assets' residual values and useful lives are reviewed and adjusted, if appropriate, at each balance date.

Impairment

The carrying amount of Property, Plant & Equipment is reviewed annually by the Board to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets' employment and subsequent disposal.

Impairment exists when the carrying value of an asset exceeds its estimated recoverable amount. In such cases, the asset is written down to its recoverable amount with an impairment loss recognised in the statement of comprehensive income.

Notes to the Financial Statements for the year ended 30 June 2013

Note 1. Statement of Significant Accounting Policies (continued)

Derecognition and disposal

An item of property, plant and equipment is derecognised upon disposal, when the item is no longer used in the operations of the Association or when it has no sale value. Any gain or loss arising on derecognition of the asset (calculated as the difference between the net disposal proceeds and the carrying amount of the asset) is included in the statement of comprehensive income in the year the asset is derecognised.

Any part of the asset revaluation reserve attributable to the asset disposed of or derecognised is transferred to general funds at the date of disposal.

(e) Leased Assets

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the entity are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Leased assets are depreciated on a straight line basis over their estimated useful lives where it is likely that the entity will obtain ownership of the asset over the term of the lease. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period. Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor are charged as expenses in the periods in which they are incurred.

(f) Employee Benefits

Employee benefits comprise wages and salaries, annual, personal and long service leave, accrued days off and contributions to superannuation plans.

Liabilities for wages and salaries expected to be settled within 12 months of balance date are recognised in other payables in respect of employees' services up to the reporting date. Liabilities for annual leave in respect of employees' services up to the reporting date which are expected to be settled within 12 months of balance date are recognised as a provision. Both amounts are measured at the amounts expected to be paid when the liabilities are settled.

Annual Leave entitlement is accrued based upon holiday entitlement at their nominal values using the remuneration rate expected to apply at the time of settlement plus 17.5% leave loading where applicable, plus an allowance for Superannuation and Workers Compensation premiums.

The liability for long service leave is recognised in the provision for employee benefits and measured as the present value of expected future payments to be made in respect of services provided up to the reporting date. Consideration is given to anticipated future wage and salary levels, experience of employee departures, and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows. An allowance for superannuation and workers compensation is included.

The Association pays contributions to certain defined contribution superannuation plans. Contributions are recognised as expenses when incurred. The Association has no obligation to pay further contributions to these plans if the plans do not hold sufficient assets to pay all employee benefits relating to employee service in current and prior periods.

(g) Provisions

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

(h) Revenue Recognition

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. Any consideration deferred is treated as the provision of finance and is discounted at a rate of interest that is generally accepted in the market for similar arrangements. The difference between the amount initially recognised and the amount ultimately received is interest revenue. All revenue is stated net of the amount of Goods and Services Tax (GST).

Revenue from government funding

The Association's Lifeskills, Respite, Supported Employment and Open Employment programs are supported by grants received from the Disability Services Commission, the Department of Education, Employment and Workplace Relations and the Department of Families, Housing, Community Services and Indigenous Affairs. Grants received on the condition that specified services are delivered, or conditions are fulfilled, are considered reciprocal. Such grants are initially recognised as a liability, and revenue is recognised as services are performed or conditions fulfilled. Revenue from non-reciprocal grants is recognised when received.

Fees from services provided

Revenue from the rendering of services is recognised upon the delivery of services to the customer.

Asset sales

The gain or loss on disposal of all non-current assets is determined as the difference between the carrying amount of the asset at the time of disposal and the net proceeds on disposal.

Interest Revenue

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument.

(i) Deferred Income

The liability for deferred income is the unutilised amounts of grants received on the condition that specified services are delivered or conditions are fulfilled. The services are usually provided or the conditions usually fulfilled within 12 months of the receipt of the grant. Where a liability is incurred, the services or conditions will be satisfied within 12 months of the reporting date.

Notes to the Financial Statements for the year ended 30 June 2013

Note 1. Statement of Significant Accounting Policies (continued)

(j) Expenditure

All expenditure is accounted for on an accrual basis.

(k) Trade and Other Payables

Trade and other payables represent the liability outstanding at reporting date for goods and services received by the Association during the reporting time, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability Goods and Services Tax (GST).

(l) Trade and Other Receivables

Trade and other receivables are measured at amortised cost using the effective interest method less impairment. The effective interest method is a method of calculating the amortised cost of the receivables and allocating interest income over the relevant period.

The effective interest rate is the rate that exactly discounts estimated future cash receipts (including all fees on points paid or received that form an integral part of the effective interest rate, transaction costs and other premiums or discounts) through the expected useful life of the receivables.

The amount of the impairment is the difference between the receivables carrying amount and the present value of estimated future cash flows, discounted at the original effective interest rate. The carrying amount of receivables including uncollectible trade receivables is reduced by the impairment loss through the use of an allowance account. Changes in the carrying amount of the allowance account are recognised in the statement of comprehensive income.

(m) Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

(n) Adoption of New and Revised Accounting Standards AASB 101: Presentation of Financial Statements

In September 2007, the Australian Accounting Standards Board revised AASB 101, and as a result there have been changes to the presentation and disclosures of certain information within the financial statements.

(o) Significant Accounting Judgments, Estimates and Assumptions

The preparation of financial statements requires management to make judgments, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgments. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis.

Note 1. Statement of Significant Accounting Policies (continued)

Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current and future periods.

Key Judgements

(i) Leases

The Association has entered into leases of vehicles for which Management has determined that all of the risks and rewards of ownership of these vehicles remains with the lessor and has therefore classified the leases as operating leases.

Key Estimates

(i) Provisions

Provisions for employee benefits payable after 12 months from the reporting date are based on future wage and salary levels, experience of employee departures, and periods of service as discussed in Note 1(f). The amount of these provisions would change should any of these factors change in the next 12 months.

Note 2. Related Parties and Related Party Transactions

(a) Directors' Compensation

The directors act in an honorary capacity and receive no compensation for their services.

(b) Transactions with Director-related entities

During the year payments of \$Nil inc GST (2012: \$5,931) were made to Michael Donnelly and Associates for feasibility and due diligence services. These services were provided under normal commercial terms and conditions. No amounts are payable or are receivable from directors or director related entities at the reporting date.

(c) Key Management Personnel Compensation

The names and positions of those having authority for planning, directing and controlling the Association's activities, directly or indirectly (other than directors), are:

Hayley Horwood, Chief Executive Officer
David Geldart, Chief Financial Officer

Note 3. Cash and Cash Equivalents

Note	2013 \$	2012 \$
Cash at Bank and in hand	56,940	20,465
Short Term Deposits	286,277	1,079,103
Total Cash and Cash Equivalents	343,217	1,099,568

Cash at bank earns interest at floating rates based on daily deposit rates.

Short term deposits are made for varying periods of between one day and three months, depending on the Association's cash requirements.

These deposits earn interest at market rates.

Notes to the Financial Statements for the year ended 30 June 2013

Note 4. Trade and Other Receivables

	Note	2013 \$	2012 \$
Trade Debtors		218,155	313,110
Less provision for doubtful debts		(2,898)	(5,261)
		215,257	307,849
Other Receivables		188,023	144,752
Prepayments		471,874	917,451
Total Trade and Other Receivables		875,154	1,370,052

(a) Provision for Doubtful Debts

Past experience indicates that no impairment allowance is necessary in respect of trade debtors 'not past due' and 'past due 0-30 days'. Impairment allowances recognised at the reporting dates have been determined after a review of amounts outstanding at those dates and comprise amounts due from individual suppliers and business services' clients. The movement in allowance for impairment in respect of trade debtors during the year was as follows:

Balance at 1 July	5,261	10,266
Impairment losses recognised	(1,225)	(348)
Amounts written off during the year as uncollectible	(1,138)	(4,657)
Balance at 30 June	2,898	5,261

Note 5. Term Deposits

Term Deposits	171,868	163,035
Total Term Deposits	171,868	163,035

The effective interest rate on short term deposits was 4.10% pa (2012 - 5.37% pa)

The corporate credit cards of Intework are secured by a term deposit of \$48,000 (2012 - \$163,036)

Note 6. Property, Plant and Equipment

Land, at cost	3,112,753	3,112,753
Buildings, at cost	1,847,247	1,847,247
Less accumulated depreciation (Buildings)	(110,999)	(74,054)
	4,849,001	4,885,946
Motor Vehicles, at cost	4,478,472	4,970,472
Less accumulated depreciation	(1,189,669)	(1,094,611)
	3,288,803	3,875,861
Leasehold Improvements, at cost	377,923	359,321
Less accumulated depreciation	(345,699)	(338,095)
	32,224	21,226
Furniture and Fittings - WIP, at cost	-	22,222

Note 6. Property, Plant and Equipment (continued)

	Note	2013 \$	2012 \$
Fixtures and Fittings, at cost		2,117,411	349,877
Less accumulated depreciation		(331,628)	(167,949)
		1,785,783	181,928
Computer and Other Equipment, at cost		669,067	648,779
Less accumulated depreciation		(610,508)	(532,588)
		58,559	116,191
Total Property, Plant and Equipment		10,014,370	9,103,374

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year

Land and Buildings

Opening balance, land	3,112,753	812,753
Opening balance, buildings	1,847,247	988,820
Additions	-	3,500,000
Disposals	-	(341,573)
Closing balance	4,960,000	4,960,000
Accumulated Depreciation		
Opening balance, buildings	(74,054)	(94,200)
Depreciation	(36,945)	(27,300)
Disposals	-	47,446
Closing balance, buildings	(110,999)	(74,054)
Net Land and Buildings	4,849,001	4,885,946

Motor Vehicles

Opening balance	4,981,639	4,210,382
Additions	2,453,410	3,139,620
Disposals	(2,956,577)	(2,368,363)
Closing balance	4,478,472	4,981,639
Accumulated Depreciation		
Opening balance	(1,105,778)	(692,742)
Depreciation	(800,731)	(754,929)
Disposals	716,840	341,893
Closing balance	(1,189,669)	(1,105,778)
Net Motor Vehicles	3,288,803	3,875,861

Leasehold Improvements

Opening balance	359,321	357,861
Additions	34,742	3,315
Disposals	(16,140)	(1,855)
Closing balance	377,923	359,321

Notes to the Financial Statements for the year ended 30 June 2013

Note 6. Property, Plant and Equipment (continued)

	Note	2013 \$	2012 \$
Accumulated Depreciation			
Opening balance		(338,095)	(334,048)
Depreciation		(12,106)	(2,587)
Disposals		4,502	(1,460)
Closing balance		(345,699)	(338,095)
Net Leasehold Improvements		32,224	21,226
Fixtures and Fittings			
Opening balance		372,099	349,876
Additions (including WIP)		1,745,312	22,223
Closing balance		2,117,411	372,099
Accumulated Depreciation			
Opening balance		(167,949)	(129,396)
Depreciation		(163,679)	(38,553)
Disposals		-	-
Closing balance		(331,628)	(167,949)
Net Fixtures and Fittings		1,785,783	204,150
Computer and Other Equipment			
Opening balance		648,779	628,018
Additions		22,796	80,459
Disposals		(2,508)	(59,698)
Closing balance		669,067	648,779
Accumulated Depreciation			
Opening balance		(532,588)	(440,652)
Depreciation		(80,402)	(102,680)
Disposals		2,482	10,744
Closing balance		(610,508)	(532,588)
Net Computer and Other Equipment		58,559	116,191
Total Property, Plant and Equipment		10,014,370	9,103,374

Note 7. Trade and Other Payables

		2013 \$	2012 \$
Current			
Unsecured:			
Trade Creditors and Accruals		702,300	754,712
Other Creditors		331,698	314,402
Total Trade and Other Payables		1,033,998	1,069,114

Note 8. Short Term Borrowings

		2013 \$	2012 \$
Current			
Secured Bank Loan		255,000	500,000
Total Short Term Borrowings		255,000	500,000

Note 8. Short Term Borrowings (continued)

	Note	2013 \$	2012 \$
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Bank Loan

The bank loan is secured by a mortgage over certain properties owned by the Association. The mortgage secures a facility of \$2,500,000 (2012 - \$2,500,000). The facility is currently drawn to \$255,000 (2012 - \$500,000). The facility expires on 31st December 2016.

The properties held as security are 11 Kirke Street Balcatta WA and U13/200 Winton Road, Joondalup WA 6027.

Note 9. Provisions

Current

Annual Leave	580,824	525,328
Long Service Leave	212,565	132,742

Total Current Provisions

793,389

658,070

Non-Current

Long Service Leave	639,800	502,294
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Total Non-Current Provision

639,800

502,294

Movements in provisions

Opening Balance	1,160,364	974,199
Charge for the year	564,207	514,355
Utilised during the year	(291,382)	(328,190)
Closing Balance	1,433,189	1,160,364

Note 10. Commitments

Operating Lease Commitments

Operating lease expenditure contracted, but not capitalised, for motor vehicles is payable as follows:

Due within one year	67,120	95,918
Due within one to two years	19,374	67,120
Due within two to five years	-	19,374
	86,494	182,412

Rental lease commitments being for the Midland, Midvale, Joondalup, Osborne Park, Busselton, Gosnells and Mandurah premises are as follows:

Due within one year	430,064	478,310
Due within one to two years	180,414	423,229
Due within two to five years	40,968	217,868
	651,446	1,119,407

All of the properties have options for renewal at the end of the terms.

Capital Commitments

Capital expenditure contracted, but not yet delivered or completed is as follows:

Motor Vehicles	607,027	-
Other Assets	5,500	-
	612,527	-

Notes to the Financial Statements for the year ended 30 June 2013

Note 11. Economic Dependency

Intework Inc. received significant grants from the Federal Government of Australia and the West Australian State Government. If these grants were not received, the Association would not be able to maintain the current level of services. The Board of Directors have no reason to believe that the funding from the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and the Department of Education, Employment and Workplace Relations (DEEWR) together with the State Disability Services Commission (DSC) will not continue.

Note 12. Contingent Liabilities

Commonwealth and State Government Grants

Under the terms of various Commonwealth and State Government grants provided to the Association, in certain circumstances the funding bodies are entitled to a refund of the grants in the event of the disposal of the asset to which the grant relates, or they may be entitled to an equity interest in the associated asset, and accordingly would be entitled to a share of the equity proceeds in the event of sale of the asset. Therefore, there exists a contingent liability to the Commonwealth and State Governments, which may become an actual liability if any asset in which either Government has an interest were to be sold.

Sale of Cedric Street & Purchase of Kirke Street Sites

In 2012, the Lotteries Commission (trading as Lotterywest) provided funding to Intework to enable the purchase of premises at 11 Kirke Street, Balcatta. The Commission also approved the sale of Cedric Street to financially assist in the purchase of Kirke Street.

The Commission holds a half undivided share in the Kirke Street property, and holds a caveat over the property to ensure that the site will only be used to provide appropriate services. There is no expiry date on the caveat, however, the Commission may relinquish their interest in the property at any time.

A Deed of Trust was drawn up in relation to the property with the following terms:

- (i) The Trustee (Intework Inc.) holds the property on trust for itself and the Lotteries Commission as tenants in common in the respective number of undivided shares as specified in the Deed schedule.
- (ii) The undivided share in the property is a half undivided share each to the Commission and the Trustee.
- (iii) The Trustee acknowledges that the Commission will be under no obligation to undertake or pay for any additions, repairs, alterations or works of any kind (whether structural or otherwise) to the property.

The recorded value of this Kirke Street property, net of depreciation on buildings, as at 30 June 2013 was \$3,471,071 (2012 - \$3,491,871).

Fremantle Road site

In 2007, the Lotteries Commission (trading as Lotterywest) provided \$750,000 of grant funding to Intework to enable the purchase of premises at 10 Fremantle Road, Gosnells. The Commission holds a caveat over the property to ensure that the site will only be used to provide appropriate services. The term of the agreement is 15 years from commencement, ceasing at 21st July 2022.

Note 12. Contingent Liabilities (continued)

The recorded value of this property, net of depreciation on buildings, as at 30 June 2013 was \$763,874 (2012 - \$770,980).

Separate Building Grant Agreement was drawn up for the Fremantle Road and Kirke Street properties with the following terms:

- (i) The Organisation (Intework Inc.) will use the Grant Funds solely for the Approved Purpose.
- (ii) Should the agreement be terminated due to an Event of Default by the Organisation, the Organisation must pay the Grantor (the Lotteries Commission) an amount ascertainable by the following:

$$\text{Amount payable} = \frac{\text{Grant Funds} \times \text{Number of Days remaining in the Term}}{\text{Total Number of Days of the Term}}$$

- (iii) The Organisation acknowledges that the Grantor will be under no obligation to undertake or pay for any additions, repairs, alterations or works of any kind (whether structural or otherwise) to the Building.

Note 13. Capital Grants (Non-Recurrent)

Note	2013 \$	2012 \$
Disability Services Commission		
1 Motor Vehicle (2012 – 5 Vehicles)	59,055	204,990
Property Grant from Lotteries Commission	-	1,700,000
	59,055	1,904,990

Note 14. Surplus from Ordinary Activities

Surplus from ordinary activities has been arrived at after including:

Operating Expenses		
Lease rental expenditure – property	496,774	487,685
Operating lease expenditure – vehicles	115,812	114,246
	612,586	601,931

Note 15. Reconciliation of Net Cash Provided by Operating Activities to (Deficit)/Surplus from Ordinary Activities

Note	2013 \$	2012 \$
	Inflows / (outflows)	
(Deficit) / Surplus from Ordinary Activities	(547,401)	886,127
Adjustments for non-cash items:		
Depreciation, amortisation and write-off	1,093,863	926,051
(Profit)/Loss on sale of fixed assets	(75,871)	(498,728)
Decrease / (Increase) in receivables	49,321	(39,936)
Decrease / (Increase) in prepayments	445,577	(592,895)
(Decrease) / Increase in payables	(35,116)	210,440
Increase / (Decrease) in provisions	272,825	186,165
Increase / (Decrease) in recurrent grants in advance	164,217	304,343
Net cash provided by operating activities	1,367,415	1,381,567

Notes to the Financial Statements for the year ended 30 June 2013

Note 16. Income Statement

Revenue from Ordinary Activities Operational Grants (Recurrent)

	Note	2013 \$	2012 \$
FaHCSIA -			
Case Based Funding	3,001,522	2,969,039	
Respite	484,898	466,037	
Grants – QA	12,000	6,750	
Other	-	42,000	
DEEWR -			
CBF (DES)	2,006,016	2,577,211	
Wage subsidies	99,692	53,510	
Other	-	-	
DSC -			
Interface programs	-	288,930	
Lifeskills Plus	8,540,495	6,007,853	
Sustainability	-	922,882	
Indexation	334,828	236,586	
Targeted support	63,722	59,250	
GAIN	216,359	-	
Other	75,000	126,772	
		<u>14,834,532</u>	<u>13,756,820</u>
Revenue - Other			
Work Crews – Business Services	848,024	614,811	
Vehicle usage fees	217,801	242,101	
Subscription fees	68	100	
Transport levy	332,350	320,180	
Other fees and charges	614,584	549,972	
Interest received	60,931	121,889	
Non-recurrent grants	21,725	25,119	
Profit on sale of assets	75,871	498,729	
		<u>2,171,354</u>	<u>2,372,901</u>
Revenue from Ordinary Activities		<u>17,005,886</u>	<u>16,129,721</u>

Note 16. Income Statement (continued)

Revenue from Ordinary Activities Operational Grants (Recurrent)

	Note	2013 \$	2012 \$
Salaries and wages		12,531,282	10,808,975
Vehicle expenses		1,311,985	1,272,867
Marketing		13,469	26,988
Client – individual costs		1,153,908	803,119
Administration		416,976	417,393
Office		922,626	796,172
Sundry		102,238	179,554
Total Operating Expenditure		<u>16,452,484</u>	<u>14,305,068</u>
Surplus before Depreciation, Amortisation, Write-off and Interest		553,402	1,824,653
Less:			
Depreciation, amortisation and write-off		1,093,863	930,707
Interest expense		6,940	7,819
(Deficit) / Surplus from Ordinary Activities before Capital Grants		<u>(547,401)</u>	<u>886,127</u>

Note 17. Prior Year Adjustment

Reversal of general provision for capital replacement	-	40,045
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Note 18. Segment Reporting

(a) Operating Segment

The Association operates under one operating segment, being employment and support services for people with disabilities.

The Association's principle activity is to develop and promote each of our clients as valued members of the community through life skills development, including employment.

The scope of this operating segment consists of:

- Supported employment for people with disabilities;
- Services to locate general employment opportunities, where appropriate, for people with disabilities;
- Lifeskills Plus community access program; and
- Respite and Intensive Family Support services.



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**Australian
Disability
Enterprises**

More than just good business



The provision of employment assistance services to people with disabilities is an Australian Government initiative